

Consultation



Diversity



Funding



Partnership



Involvement

Volunteering

Hammersmith & Fulham

compact

with the voluntary and community sector

**Hammersmith & Fulham
Borough Partnership**

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The Hammersmith & Fulham Borough Partnership would like to thank The Neighbourhood Renewal Unit and the London Borough of Hammersmith & Fulham Council for their assistance in producing this document.

Foreword

By Cllr Andrew Slaughter

I am extremely pleased to welcome the publication of the Hammersmith & Fulham Compact with the voluntary and community sector.

Following the initiative of central government to develop a National Compact, Hammersmith & Fulham Council committed resources to support the work required locally, including the appointment of a dedicated Compact Development Worker. Many local voluntary & community groups and other partners also contributed their time and knowledge in developing this document, which will guide and inform how voluntary and community, public and private sectors work together in years to come.

Hammersmith & Fulham Borough Partnership acknowledge the immense added value of voluntary & community organisations to the borough, and the contribution that these groups make to the welfare of local individuals and communities.

The Compact builds on the long established positive and active relationships between the sectors in the borough. It develops this relationship, providing an opportunity for it to be clarified and strengthened, through a detailed action plan that has been jointly agreed, and that is essentially the foundation stone for genuine partnership work in the future.

Finally, I would like to thank all those groups that contributed to developing this Compact. With this continued support and involvement I am confident that our Compact will go from strength to strength.



Cllr Andrew Slaughter

Chair of Hammersmith and Fulham Borough Partnership
and The Leader of Hammersmith & Fulham Council

March 2004

Executive summary

Background

In November 1998 the Government published the National Compact with the voluntary & community sector. The National Compact is a written document which outlines principles and commitments that guide the relationship between the voluntary & community sector and other sectors. The document focused on 5 key areas relating to Consultation, Funding, Volunteering, Black and Minority Ethnic (BME) Groups and Community Groups. Councils and Primary Care Trusts were given the deadline of developing local compacts by 2004

Local context

In this borough we decided to develop a local compact between the voluntary & community sector and the other sectors on the Borough Partnership, i.e. the whole of the public sector and the business sector. A steering group made up of members from the Hammersmith & Fulham (H&F) Borough Partnership was established in 2001 to guide the development of the Local Compact. A Compact Development Worker was appointed in June 2002 on a one year contract, to organise a series of seminars, focus groups, and one to one meetings with service providers across the borough, the conclusions of which form the main body of this document. The process was jointly managed by The London Borough of Hammersmith & Fulham (LBHF) and the Voluntary Sector Resource Agency (VSRA), and guided by the steering group. All met together on a regular basis. The final version of the compact was agreed by the Borough Partnership in November 2003.

Compact aims

The broad aims of the Compact are to improve working relationships, communication, accountability and access to decision-making between the public, private and voluntary & community sectors. The document is intended to complement, rather than

replace, existing reviews, strategies and policies. In addition to identifying general principles to govern the relationship between sectors, the Compact contains a number of specific, time related, action points for partners around various aspects of implementation. The Compact Action Plan and implementation will be monitored and reviewed by the Borough Partnership annually.

It is acknowledged that the Compact is a working document which will evolve over time.

Key values and principles

A number of key values and principles underlying the Compact are identified, including a commitment to promoting social inclusion and equality of opportunity for all people regardless of race, age, disability, gender, faith, sexual orientation or language in decision-making processes, consultations, and service delivery.

Format of the Compact

Each section of the Compact gives a short introduction followed by undertakings, or commitments, which have been agreed, and ends with action points for partners to work on.

Information & Communication

A number of broad undertakings related to Information & Communication is recognised, including ensuring that services are accessible, with particular reference to the Disability Discrimination Act (1995) and that straightforward language is used and jargon avoided wherever possible in written documents. Specific action points are identified, including: the need for all partners to develop a communications and access strategy with the voluntary & community sector, and maintaining an up to date database of all voluntary & community sector groups.

Partnership

This section details such undertakings as: that partnerships formed for particular purposes should not affect the relationship between partners in other contexts, for example where one partner funds another; and that there should be transparent and appropriate methods for appointing members to partnerships. Action points related to partnership include: mapping existing partnerships, and developing training opportunities on effective partnership working.

Consultation

In terms of consultation, the value of the voluntary & community sector in accessing excluded communities is acknowledged. Key undertakings include: the need to avoid duplication in consultation exercises; the need to clearly identify the purpose of any consultation prior to carrying it out; to strive to meet the 12 week recommended timeframe for consultation; and that voluntary & community groups have the right not to be involved in consultation if they choose. Specific action points include developing the council's website as a consultation tool and drawing up guidelines on payments to groups carrying out consultations.

Funding

The funding section highlights undertakings such as: funders working together to reduce duplication in monitoring requirements; ensuring that information about new funding opportunities is publicised widely; and reviewing funding priorities and criteria to ensure that local socially excluded groups are not disadvantaged. Specific action points include: investigating the possibilities for non-financial support to groups, such as staff secondments, free publicity, and subsidised rents.

Black, Minority Ethnic and Refugee groups

The undertakings with regard to BME and refugee groups include: the need for all partners to actively work with the BME and refugee sector to identify unmet and emerging needs, and the voluntary & community sectors to encourage more joint work between BME and refugee groups. A specific action point is to investigate the need for a BME/refugee led forum to facilitate joint working.

Small groups

The undertakings in relation to small groups include: acknowledging that small groups (those with 2 or less paid staff) have limited resources, and that time and energy is likely to be spent on delivering services rather than participating in wider voluntary sector issues. The overlap between small groups and some BME and refugee groups is acknowledged. Specific action points identified include: reviewing the way that small groups are included in decision-making processes, and delivering training for public and private sector partners regarding working with the voluntary & community sector.

Volunteering

The undertakings related to volunteering include: the need for all partners to recognise the role of volunteers and that their valuable work often complements the work of paid staff; to ensure that volunteers are trained and supported to do their jobs; and to work together to support and strengthen the volunteering infrastructure in the borough. Specific action points range from developing the Employee Volunteering Forum in the borough, to developing a strategy to encourage the involvement of refugee, BME and disability groups in volunteering.

Section 1

Monitoring and review

Responsibility for the monitoring and review of the undertakings and action plan will rest with a relaunched Compact Steering Group, elected annually, that will meet 3 times a year in advance of Borough Partnership meetings. The group will be responsible for Compact development and implementation, assessing how far existing policies and strategies of Borough Partnership members need to adapt to meet Compact requirements, producing an annual report on Compact implementation, and co-ordinating the process for managing disputes and complaints.

1. INTRODUCTION

1.1. What is a Compact?

- A Compact is a written agreement that lays down agreed principles (in other words - values or standards) and undertakings (or promises) to guide the relationship between the voluntary & community sector and other sectors. In Hammersmith and Fulham (H&F) the Compact has been drawn up between the voluntary & community sector, the public sector and the business sector.
- The Compact is a dynamic document which will continuously develop over time.

1.2. Background to the Compact

- In November 1998 the Government published a National Compact with the voluntary & community sector. This document recognised the value of the sector and the importance of joint working.
- The National Compact focused on five key areas or Codes of Practice, relating to Consultation, Funding, Volunteering, Black and Minority Ethnic Groups and Community Groups.
- The Government stated in the National Compact that they were committed to 'actively encourage its extension to other public bodies...and to local government,' recognising that local Compacts would need to be adapted to reflect local issues, priorities and relationships. Councils, primary care trusts and all other public health bodies are now required to have developed Compacts by 2004.

1.3. Development of the Hammersmith & Fulham Compact

- In June 2001, at the Annual Meeting between the voluntary & community sector and the council, it was agreed to draw up a Local Compact between the voluntary & community and all of its partners in the public sector and the business sector, represented through the Borough Partnership (BP).
- The voluntary & community sector includes all groups which support the residents of H&F, not just those based in the borough or funded by the council, Primary Care Trust or Health Authority
- The Borough Partnership consists of three sectors: The Public and Private Sectors and representatives elected by the Community and Voluntary Sector Network (CVSN).
- The Compact Steering Group is made up of members of the Borough Partnership, and therefore includes representatives from the voluntary & community, the council, the Employment Service, the Police, Primary Care Trust (PCT), Learning & Skills Council (LSC), and local businesses.

The Compact has been developed in consultation with all sectors through a collaborative process as follows:

- A Compact Development Worker was appointed at the end of June 2002. The post was funded by the council, but jointly managed by LBHF Community Liaison (CL), and the Voluntary Sector Resource Agency (VSRA). Existing staff in Community Liaison also took on extra responsibilities related to the Compact.

Section 2

- The Compact Worker spent the initial few months meeting and consulting with the voluntary & community (on a one to one basis and through fora), particularly socially excluded groups, to ensure that they were engaged in the process.
- A seminar was held in September 2002 to which all partners, including Borough Partnership members, were invited. Issue based working groups were identified and established at this meeting.
- Working groups consisting of representatives from all partners met during the period November 2002 to April 2003 to work on the issues of consultation and partnership, funding, volunteering, BME and refugee groups and small groups. A number of open meetings were also held.
- A range of partners were also able to input their comments through the wider circulation list and through regular updates in Community Liaison's Funding News and the VSRA newsletter.
- In addition, meetings took place with key partners in order to engage them in the process.
- The Compact Steering Group met on a regular basis to agree and comment on the progress of the Compact as the many discussions and negotiations were transformed into the written document.

1.4. Aims of the Compact in Hammersmith and Fulham

There are many voluntary & community groups in H&F and their activities are interwoven with public and private sector bodies in the borough. The aims of the Compact are as follows.

- To increase understanding, improve working relationships, extend co-operation and

govern working relationships between public and private partners and voluntary & community groups.

- To create a framework for better partnerships and accountability between and across sectors at all levels and to the people they serve.
- To improve communication and information flow between groups and sectors.
- To enhance the effectiveness of all partners in meeting the needs of the community and to widen community access to decision-making processes.

1.5. The Local Context

- The Compact complements rather than replaces the recommendations of earlier reviews, policies and strategies, which have been developed in consultation with the voluntary & community sector. In particular the council's Voluntary Sector Strategy, Best Value Review of Support to the Voluntary Sector, the Borough Partnership Action Plan and the Community Strategy.

1.6. Implementation and Review of the Compact

- The Compact is an over-arching document which includes general principles and values, undertakings or good practice guidelines with regard to specific issues, as well as action points. The action points relate to the undertakings identify priorities, work that needs to be done and organisations which have lead responsibility for this work. It also sets a timetable for completion.
- The implementation of the Compact and the Action Plan will be monitored and reviewed by the Compact Steering Group which will report to the Borough Partnership on an annual basis.

KEY VALUES AND PRINCIPLES UNDERLYING THE COMPACT

2.1. All partners agree that their overall aims are:

- Promoting wellbeing by working together to tackle discrimination, disadvantage, inequality and social exclusion in all forms.
- Working together to achieve the goals of the Community Strategy.
- Being responsive to the diverse needs of the people of H&F.
- Enabling the people of H&F to achieve independence, dignity and self-respect.
- Encouraging self-development and enhancing the capacity of communities to participate in decisions affecting their lives.

2.2. The underlying values of this Compact, which all partners agree to, are as follows:

- The independence and interdependence of the partners necessary to achieve their shared goals is recognised.
- Combating inequalities, social exclusion, and deprivation, promoting equality and diversity, contributing to local democracy, promoting citizenship and improving the quality of life, cannot be achieved by one agency or sector alone.
- All partners aim to improve the development and delivery of services and common to all is the need for integrity, accountability, openness and honesty.

- Each partner plays a different, but complementary role in representing and meeting the needs of the community, and is accountable to its own range of stakeholders.
- Working in partnership towards common aims and objectives provides added value; it builds relationships, improves policy development and enhances the design and delivery of services and programmes.
- Effective partnerships require ongoing communication, consultation and collaboration at all levels of the voluntary & community, public and private sectors in planning, commissioning and delivering services, and monitoring, evaluating and improving service provision.
- Commitment to promoting social inclusion and equality of opportunity for all people regardless of race, age, disability, gender, faith, sexual orientation or language in decision-making processes, consultations and service delivery.
- Voluntary & community groups are diverse, independent and not-for-profit; they bring distinctive value and fulfil a role that is different from both the public and private sector.
- Voluntary & community groups play an important role as campaigners, service providers, advocates and as active participants in the planning and development of services. They also provide the opportunity for voluntary action, enabling individuals to contribute to public life, to engage in civic and social responsibilities, and to develop their communities.

Section 3

2.3. Joint undertakings

All partners will be proactive in:

- Developing partnership working within their own sectors and between sectors in the borough to maximise opportunities and minimise duplication of resources.
- Identifying and considering the possible implications for the voluntary & community of any proposed strategies, policies, procedures and practices.
- Recognising and supporting the independence of each sector, including their rights within the law: to campaign, to comment on, and to challenge the policy or strategy of others, irrespective of any funding or partnership relationship that might exist.
- Developing quality assurance systems, and policies and methods of evaluation and review to ensure that services maintain the highest quality within the resources available.
- Promoting best practice and equality of opportunity in activities, employment, involvement of users and service provision.
- Ensuring that their structures and procedures are transparent and accountable, and users are involved as much as possible in the development and management of services.
- Promoting the value of the Compact and adhering to the undertakings.
- Working in partnership towards achieving the goals as identified in the Compact Action Plan.
- Establishing and abiding by the protocol for resolving disputes or disagreements between agencies

- Reviewing and evaluating the operation of the Compact annually as part of the annual Borough Partnership performance review.

2.4. Compact Action Points

- 1 Action:** To establish a Compact working group to address issues pertinent to disabled groups representing disabled people.
Lead responsibility: Borough Partnership/H&F Action on Disability (HAFAD)
Target completion date: October 2004
- 2 Action:** To review the implementation and progress of the Compact
Lead responsibility: LBHF Community Liaison/VSRA
Target completion date: March 2004
- 3 Action:** To co-ordinate an annual review meeting of the Borough Partnership to assess the progress of the Compact.
Lead responsibility: LBHF Community Liaison
Target completion date: January 2005
- 4 Action:** To nominate a new Compact Steering Group
Lead responsibility: H&F Borough Partnership
Target completion date: November 2003
- 5 Action:** To develop a guidance sheet on managing conflict resolution and to identify relevant people to undergo training.
Lead responsibility: LBHF Community Liaison
Target completion date: March 2004

INFORMATION & COMMUNICATION

3.1. Introduction

A number of broad undertakings and actions with regard to communication and information are included below. Further undertakings and actions, which relate specifically to improving communication and information within the context of partnership, consultation, funding, BME & refugee groups, and small groups are included in other sections of the Compact.

3.2. Undertakings

All partners will be proactive in:

- Using a variety of mechanisms to ensure the flow of information between all partners.
- Creating opportunities to meet together to share information, increase understanding and address issues of mutual concern.
- Striving to ensure that all services are accessible, including considering the usage of interpreting and translation and compliance with the Disability Discrimination Act (1995).
- Making relevant information, including key documents, available in accessible formats, for example: audiotape, Braille, large print versions, and hard copies for those without Internet access.
- Using straightforward language in written documents, explaining abbreviations and acronyms, and avoiding jargon.
- Ensuring that where partners are inviting voluntary & community groups to meetings, papers are made available well in advance

and, where possible, clear and short summaries are provided.

- Holding meetings in accessible buildings and at appropriate times.
- Improving and disseminating information available on their aims and objectives, activities, services provided, needs and priorities being addressed, structures, decision-making, policies, procedures and strategies.

3.3. Information & Communication: Action Points

- 1 Action:** All partners to develop a communications and access strategy for working with the voluntary & community sector, identifying information that needs to be made available to voluntary & community groups, effective methods of providing information and mechanisms for review.
Lead responsibility: All Borough Partnership members
Target completion date: October 2004
- 2 Action:** To review usage of interpreters and availability of Braille, large print and translated material for example, in all partners' publicity in light of Race Relations (Amendment) Act 2000 and Disability Discrimination Act (1995).
Lead responsibility: All Borough Partnership members/Community Interpreting Translation Access Service (CITAS)
Target completion date: October 2004

continued overleaf...

Section 4

3 Action: To maintain an up to date database of all V&C sector groups working in the borough that can be categorised under client group or services provided.

Lead responsibility: CVSN

Target completion date: March 2004

4 Action: To compile a brief key contact sheet for V&C groups containing key contacts and directories available for further information.

Lead responsibility: LBHF Community Liaison

Target completion date: December 2003

5 Action: To keep an up to date and accessible Who's Who directory including support to the voluntary sector and to extend it to include all Borough Partnership members.

Lead responsibility: LBHF Community Liaison

Target completion date: December 2003

6 Action: To develop appropriate on-line, on paper, or other means for promoting relevant events to V&C groups.

Lead responsibility: CVSN

Target completion date: October 2004

7 Action: All partners to build relationships with V&C sector groups by participating in an ongoing programme of open days and events, focusing on specific issues, information exchange, how partners work, how to access key services, etc. Also to publicise existing forums.

Lead responsibility: Borough Partnership

Target completion date: October 2004

PARTNERSHIP

4.1. Introduction

The Compact is an agreement between all members of the Borough Partnership. It is recognised that in the course of their work, all partners enter into partnership or working arrangements with a range of other bodies, and it is expected that the undertakings agreed by the Compact will guide partnerships at all levels and between all parties.

Partnerships operate where two or more parties work together, formally or informally, to achieve a shared vision or goal, e.g. developing services or policies. Although their roles may be different, they are complementary and there is collective responsibility for the decisions made.

4.2. Joint Undertakings:

All partners recognise that:

- Partnerships should aim to involve all relevant stakeholders directly or indirectly. A balance needs to be created between different sectors, and different parts of the voluntary & community sector with regard to both numbers and level of involvement.
- Joint bids for external resources should include all relevant sectors at all stages of the bids' development.
- Partnerships need to engage groups who are socially excluded.
- All members within a partnership should recognise and respect the diversity of all those involved, and take responsibility for ensuring that all members of the partnership have an equal voice in discussions and decision-making.

- Partnerships are formed for particular purposes and do not affect the relationship between members of the partnerships in different contexts, for example when one partner funds another.
- Partners need to understand each others' constraints and develop ways of working together that acknowledge differences in structure, resources, accountability and promote equity, transparency and mutual benefit.
- The purpose and terms of reference need to be agreed together at the outset, including the time commitment needed and the role of each partner.
- The level and impact of voluntary & community sector involvement in partnerships needs to be monitored, evaluated and reviewed to ensure real and sustainable involvement.
- Partnership working is a skill that all sectors need to develop to ensure that partnerships are effective and inclusive.
- There should be transparent, effective and appropriate methods for appointing members to partnerships.
- Members should have the necessary authority within their own organisation or sector to be able to influence and contribute to decision-making processes.
- Members representing specific sectors need to be responsible for reporting and updating their sector and acknowledge their accountability.

Section 5

4.3. Undertakings by the voluntary & community sector

The voluntary & community sector will ensure that:

- Where voluntary & community groups are representing the wider sector, partnerships or other forums, they will accurately inform and engage other community and voluntary groups, seeking their views and giving feedback as widely as possible, with particular attention to small and previously excluded groups.
- Open and accessible methods of appointing representatives of the voluntary & community sector are used.
- Representatives are clear about the aims, time commitment and their accountability to the partnership before agreeing to join, and will resolve issues of commitment as they arise.

4.4. Partnership: Action points

1 Action: To review current methods of appointing and supporting V&C sector members of cross sector partnerships and ensuring their accountability.

Lead responsibility: CVSN

Target completion date: March 2004

2 Action: Explore methods of engaging small and usually excluded groups and the possibility of setting up a structure to facilitate this.

Lead responsibility: CVSN

Target completion date: October 2004

3 Action: Map existing partnerships, their purpose and membership, and post on a central website.

Lead responsibility: Borough Partnership

Target completion date: March 2004

4 Action: Develop methods for monitoring community involvement in partnerships and regularly evaluate to ensure continuous improvement.

Lead responsibility: CVSN/PCT

Target completion date: October 2004

5 Action: Develop training/development opportunities for all partners on effective partnership working, promoting knowledge and skills exchange between partners.

Lead responsibility: CVSN/PCT

Target completion date: October 2004

6 Action: To set up a Health and Social Care Policy Forum for V&C sector groups at which they could raise issues with health and social care providers.

Lead responsibility: PCT / VSRA & CITAS

Target completion date: March 2004

CONSULTATION

5.1. Introduction

Effective consultation is a vital element in the planning and commissioning of services for the borough. The value of the voluntary & community sector in consultations is that they often have an in-depth knowledge of specific client groups and excluded communities.

The voluntary & community sector may be involved in consultation in two ways:

- It may be consulted as a sector on, for example, the services of the council to the sector, or community groups' use of the library
- It can be used as a channel to elicit the views of those with whom it works or represents.

5.2. Joint undertakings

All partners planning consultations will, within available resources and imposed timescales, ensure that:

- Partnership-led consultation exercises should be agreed in advance with relevant agencies in order to avoid overlap or duplication of the subject matter or the timing of consultations.
- In respect of consultation exercises involving voluntary & community groups, all partners will aim to draw up a proposal form, outlining to voluntary & community groups the nature and purpose of the consultation and any decisions already taken. These terms will also explain how any information will be used, in order to ensure that groups are clear about their role and involvement as well as the consultation's potential benefit.

- The views of voluntary & community groups are valued (even when they cannot be actioned in practice) in the on-going development of policy and services.
- They take account of the diverse nature of the voluntary & community sector and use a variety of methods to encourage socially excluded groups to participate and to overcome barriers to consultation.
- All partners develop skills in consultation processes, where appropriate.
- Commitment to consultation requires time and resources, which prevents many potential partners, particularly smaller voluntary & community groups, from participating.
- Partners should ensure that timescales for consultation are appropriate, in order for stakeholders views to be able to influence policies and decisions.
- Except where external deadlines have been imposed, or other factors make it impossible, partners will allow sufficient time for voluntary & community groups to involve members and users in agreeing responses to consultations. The minimum 12 week period recommended in the National Compact will be used whenever possible, although it is recognised that public services are rarely given three months in which to consult all relevant parties before responding to Government or non-Government agencies.
- They will aim to make information available to participating groups on the results and outcomes of consultation, how it has influenced decision-making, and what action, if any, is planned.

Section 6

5.3. Undertakings by the voluntary & community sector

The voluntary & community sector will ensure that:

- Where voluntary & community groups represent the wider sector in consultations, they will, within available resources, cascade the information and consultation to other voluntary & community groups, in particular small and previously excluded groups, to enable them to participate.
- Those involved in consultations on behalf of the sector will record the consultations, report accurately on views given to them, and respond to the best of their ability to requests for factual information.
- When responding to consultation the voluntary & community sector will adhere, as far as possible, to specified remits and timescales.
- They will be proactive in responding to consultation, but also have the right to choose not to be involved in consultation at all without this being detrimental to the group.

5.4. Consultation: Action Points

- 1 Action:** Develop a public sector mechanism enabling all parties wanting to consult to work together to avoid duplication of topics and over-consultation of the same groups.
Lead responsibility: LBHF Policy & Equalities/PCT
Target completion date: March 2004

- 2 Action:** Encourage the development of the councils' and PCT's websites as a useful method of undertaking consultation as well as utilising all available fora to consult.
Lead responsibility: LBHF Policy & Equalities/PCT
Target completion date: March 2004

- 3 Action:** Partners should make available to other partners their best practice guidelines examples of good practice and methods of consultation, and promote them on the council's and PCT's websites.
Lead responsibility: LBHF Policy & Equalities/PCT
Target completion date: March 2004

- 4 Action:** Relevant V&C groups and fora to develop methods of involving smaller groups in consultations and of feeding back the results.
Lead responsibility: VSRA/CVSN
Target completion date: March 2004

- 5 Action:** Develop training/development opportunities for all sectors to include information on carrying out consultations.
Lead responsibility: PCT
Target completion date: October 2004

- 6 Action:** Draw up guidance on payments to individuals involved in and groups carrying out consultations.
Lead responsibility: PCT
Target completion date: October 2004

- 7 Action:** Borough Partnership to agree a 3-year programme of targeted consultation with socially excluded groups in order to ensure the whole community is fully engaged in consultation.
Lead responsibility: Borough Partnership
Target completion date: March 2004

FUNDING

6.1. Introduction

Securing adequate resources and ensuring they are used effectively is an important issue for all partners. Funding from the public and private sector is an important source of income for voluntary & community groups. Support in-kind, which includes subsidised rents, payroll services, advice, equipment provision, training and support for other bids, can also be offered.

6.2. Joint Undertakings

All partners will:

- Work in partnership to increase funding and resources from external/alternative sources.
- Work together to develop funding strategies that support and enable local capacity building.

6.3. Undertakings by all funders whether in the public, private or voluntary sector

All funders agree:

- To recognise the important role played by voluntary & community groups and their need for financial stability in order to achieve long term objectives.
- To recognise the diverse funding needs that voluntary & community groups have, including start-up funding, project funding, core funding, development funding, and funding for capacity building work.
- To recognise that public sector funding is seen as an endorsement of a group's work by other funders.
- To work in partnership with the voluntary & community sector where appropriate, to

develop policies and practices relating to the provision of resources and to ensure that they are appropriate, fair, effective, consistent and transparent.

- To ensure that information about new and existing funding available from Borough Partnership members and external funders (including financial support, support in-kind and premises provision) with its criteria, eligibility, conditions of funding, grant size and application procedures, is made widely available, in good time and in formats accessible to all, particularly to socially excluded groups, to allow a fair chance in accessing these funds.
- To promote equal opportunities in publicity and funding information by taking into consideration the capacity needs of groups in the design and delivery of funding programmes in order to make them more accessible.
- Whenever possible, to prioritise local voluntary & community groups when allocating locally managed funding.
- When developing commissioning strategies and inviting tenders for contracts, to give consideration to the potential of the voluntary sector to undertake the work and remove any barriers preventing voluntary & community groups winning contracts to provide services.
- To identify levels of locally managed funding to socially excluded groups, identifying gaps and areas of unmet needs, and consider ways of addressing any disadvantage.
- To review all locally managed funding criteria and priorities ensuring that they do not disadvantage local socially excluded groups.

- To deliver grant aid and contract payments according to stated schedules.
- To ensure that monitoring arrangements are relevant and proportionate to the size and nature of both the funding provided and the funded group, and consistent with the need for the effective protection of, and proper accountability for, public money.
- To have an agreed mechanism for reviewing poor performance and developing an improvement plan for funded groups.
- To offer a minimum of 3 months notice period for grant reductions, unless there are serious breaches in funding terms and conditions, and to give groups reasons for withdrawing funding, information on decision-making processes and how to make representations.
- To recognise the complexity for voluntary & community groups in satisfying the requirements of several funders and to work together to reduce duplication.
- To offer support (including on-line support and referrals to appropriate agencies) where groups are having funding problems, or where funding is reduced or withdrawn.
- To recognise the difficulties that the voluntary & community sector may have in meeting tight deadlines and to continue to influence other local and national funders, to advertise funding opportunities in good time.
- To maximise available meeting and office space for local voluntary & community groups by: a) responding to the need for such space when giving planning permission for change of use and new build; and b) by keeping details of space available and co-ordinating a fair access procedure.

6.4. Undertakings by the voluntary & community sector

The voluntary & community sector agrees:

- To acknowledge that funders have insufficient resources to support all voluntary & community groups and that changing funding priorities may also affect the availability of funding to individual groups.
- To seek to maximise income from a variety of sources at a level appropriate to the group's ethos, function and scope.
- To develop effective systems for managing and accounting for all funding and resources, including submitting realistic budgets and putting in place effective monitoring procedures.
- To provide quality services that meet the group's objectives and the identified needs of its beneficiaries within available resources.
- To acknowledge that all funding will have terms, conditions and deadlines, particularly where public funds are being distributed and to abide by timescales and conditions, including monitoring requirements.
- To acknowledge that funders need to act when voluntary & community groups do not abide by terms, conditions and deadlines.
- To acknowledge that external funding deadlines are often set by external funders at regional or national level and that local bodies have limited influence on these.

6.5. Funding: Action Points

- 1 Action:** To explore the possibility of offering a wider range of types of funding opportunities to meet the diverse needs of V&C groups, including support for capacity building.
Lead responsibility: LBHF Community Liaison/Funders Forum (LBHF CL)
Target completion date: March 2004
- 2 Action:** To co-ordinate the monitoring of locally managed funding allocations to socially excluded groups, and to identify and disseminate the results to these groups and the wider V&C sector.
Lead responsibility: Funders Forum (LBHF CL)
Target completion date: March 2004
- 3 Action:** To regularly review funding priorities, criteria and processes in consultation with socially excluded groups to ensure that they do not exclude or disadvantage them.
Lead responsibility: Funders Forum (LBHF CL)
Target completion date: Ongoing
- 4 Action:** To review current methods of publicising local and external funding.
Lead responsibility: LBHF Community Liaison/VSRA
Target completion date: December 2003
- 5 Action:** Funders to review their information on funding criteria, monitoring and evaluation procedures, and other requirements to ensure it is accessible, consistent, timely and clear.
Lead responsibility: Funders Forum (LBHF CL)
Target completion date: October 2004

- 6 Action:** Funders to co-ordinate effective access to local funding, including on-line access to application forms etc.
Lead responsibility: Funders Forum (LBHF CL)
Target completion date: March 2004
- 7 Action:** To continue to liaise with local and national funders with regard to realistic deadlines.
Lead responsibility: LBHF Community Liaison
Target completion date: Ongoing
- 8 Action:** To continue to work together to develop monitoring procedures that take account of the differing requirements of all council departments and other local funders.
Lead responsibility: LBHF Community Liaison/Funders Forum (LBHF CL)
Target completion date: October 2004
- 9 Action:** When undertaking monitoring and evaluation processes funders will continue to use a range of measures to include short term and long term outcomes that are relevant to specific projects.
Lead responsibility: Funders Forum (LBHF CL)
Target completion date: October 2004
- 10 Action:** To deliver training/development on monitoring requirements to newly funded groups.
Lead responsibility: LBHF Community Liaison
Target completion date: October 2003

continued overleaf...

Section 7

11 Action: Funders to continually develop mechanisms for dealing with poor performance, prior to freezing, reducing or removing funding.

Lead responsibility: Funders Forum (LBHF CL)
Target completion date: October 2003

12 Action: Funders to relaunch the joint Funders Forum and to explore possibilities for external sources of funding.

Lead responsibility: LBHF Community Liaison
Target completion date: March 2004

13 Action: To investigate the possibilities for non-financial support, such as staff secondments, sharing expertise, help with marketing, publicity, equipment, meeting space, free pages in publications, subsidised rents and parking permits, developing local access to computers in libraries, LETS schemes.

Lead responsibility: VSRA
Target completion date: March 2004

14 Action: To investigate the possibilities of developing new and existing affordable community space and premises in all parts of the borough.

Lead responsibility: No resources identified

15 Action: To develop a regular, comprehensive, accessible list of all premises available in the borough for hire.

Lead responsibility: No resources identified

16 Action: To develop a process by which the development of affordable meeting space/hot desking/offices for the voluntary sector is considered both in existing provision and in new developments.

Lead responsibility: No resources identified

17 Action: To investigate the possibility of developing a community trust which could manage and let out premises.

Lead responsibility: VSRA
Target completion date: October 2004

BLACK, MINORITY ETHNIC AND REFUGEE GROUPS

7.1. Introduction

BME communities, refugees and asylum seekers have particular needs that are not always met by existing local services (1). All partners should consider the role that BME/refugee voluntary & community groups can play in meeting these needs, and recognise that consultation is particularly important where policy proposals directly affect BME and refugee communities.

All partners recognise that the issues affecting BME/refugee groups in H&F cannot be viewed in isolation. In meeting the needs of these communities, it is important for all partners to comply with the undertakings set out in the rest of the Compact in relation to funding, consultation, partnership, volunteering and small groups.

All partners agree to comply with the Race Relations (Amendment) Act 2000 which places a duty on all public service providers to promote equal opportunities and eliminate racial discrimination in service delivery and employment. The Act intends that race equality shall be a central part of mainstreamed service provision, commissioning and management.

7.2. Joint Undertakings

All partners agree:

- To work towards using the national census ethnic minority classification on monitoring and evaluation wherever possible.

- To take forward the race equality agenda and recognise the role that all partners play, as well as the significant contribution of the BME/refugee sector, towards achieving race equality.
- To recognise the need to develop the capacity of BME and refugee groups, and that extra resources may be needed to build their capacity.
- Where local funding is not available, to advise on other sources of external funding specifically for BME and refugee groups, including the possibilities of in-kind support.
- To acknowledge the contribution and the achievements of the BME/refugee sector in a practical way, which can be used to gain support from other funders and service providers.
- To recognise and respond to the particular needs of BME and refugee groups, including disabled people, and people for whom English is not their first language, and to enable people to participate and engage fully in mainstream provision, in consultation and partnerships, without compromising cultural identity or losing their grassroots approach.
- To actively work with the BME/refugee sector to identify unmet and emerging needs at a grass roots level.
- To be more proactive in communicating and building relationships with BME and refugee groups so that if, for example, funding becomes available or consultation is taking place, these groups will have access to the process well before decisions are made or money is allocated.

(1) Please note that this code was developed in response to initial issues identified by the voluntary & community sector. It is recognised that other socially excluded communities, particularly people with disabilities, also have particular needs that are not always met by existing local services. Further codes will be developed in the future.

Section 8

- To ensure that up to date information is kept on the services that BME and refugee groups provide, in order to fully utilise the contribution made by the sector and to carry out efficient referrals between sectors.
- To network with other areas that are developing BME/refugee strategies in order to learn from and improve local practice.
- To offer additional support to encourage volunteering amongst BME and refugee communities.

7.3. Undertakings by the voluntary & community sector

The voluntary & community sector agrees:

- To develop appropriate methods to engage with BME and refugee groups that are currently not being represented by the voluntary sector
- To encourage more joint work between BME/refugee groups in all areas, for example joint funding applications, shared posts and collaborative working.
- To acknowledge that it is not always appropriate to fund dedicated BME or refugee services.

7.4. BME/refugee: Action Points

1 Action: To disseminate information on the progress of the Race Equality Scheme to BME/refugee and other communities and clarify delivery mechanisms and named contacts.

Lead responsibility: Borough Partnership
Target completion date: December 2004

2 Action: To develop Valuing Diversity training in partnership with appropriate V&C sector groups particularly focusing on the implications of the Race Relations (Amendment) Act 2000 and the Disability Discrimination Act (1995).

Lead responsibility: LBHF Community Liaison/VSRA

Target completion date: October 2004

3 Action: To investigate the need for a BME/refugee led structure/forum which would enable interagency and joint work and regular contact between BME and refugee organisations and other partners.

Lead responsibility: VSRA/CITAS/Refugee Forum

Target completion date: March 2004

4 Action: To consider at the Borough Partnership Annual Review the success of consultations and partnerships in engaging BME and refugee groups and in reporting back to participating groups.

Lead responsibility: Borough Partnership
Target completion date: October 2004

5 Action: To review current ways of identifying the particular needs of BME and refugee needs.

Lead responsibility: VSRA/CITAS/Refugee Forum

Target completion date: October 2004

Please refer to section 8.5 (page 22) for details of Action Points common to BME and refugee groups and small groups.

SMALL GROUPS

8.1. Introduction

Small groups may have no paid workers, or have part time paid staff. They may just be setting up, or they may have been established for some time; they may aim to expand in the future, or they may prefer to remain small. Whatever their background or structure, they play an important role in providing grass roots specialist services. However, their size means that their time and energy is focused on service delivery and they may find it very difficult to participate in issues relevant to the wider voluntary sector.

8.2. Undertakings by the public and private sector

All partners will:

- Strive to take account of the different timescales and speed with which small groups can respond to requests for information, consultation, etc. due to limited resources and staffing.
- Recognise the contribution small groups make, and the autonomy of each group regardless of size.
- Be more proactive in communicating and building relationships with small groups.
- Recognise the ongoing costs that are vital to the survival of small groups such as administrative and core costs.
- Consider the possibilities for non-financial support such as staff secondments, help with marketing, publicity, training, equipment, meeting space and developing local access networks for voluntary & community groups via computers in libraries.

- When putting on events or training, consider opportunities for partnership working with small groups, as well as advertising events well in advance and using accessible venues throughout the borough.

8.3. Undertakings by the voluntary & community sector

The voluntary & community sector agrees:

- That, within available resources, large voluntary & community organisations should consider the ways in which they can work with and support small groups, such as sharing premises, meeting space and offering training.

8.4. Small Groups: Action Points

1 Action: To review the way that small groups are included in decision-making processes.

Lead responsibility: CVS/N

Target completion date: October 2004

2 Action: To deliver training for public and private sector partners regarding working with the voluntary & community sector.

Lead responsibility: LBHF Community Liaison

Target completion date: October 2004

Section 9

8.5. Action Points: common to both Small Groups and BME and Refugee Groups

1 Action: To acknowledge the contribution and the achievement of BME and small groups in practical ways which can be used to gain support from other funders and service providers.

Lead responsibility: LBHF Community Liaison

Target completion date: March 2004

2 Action: Information exchange between partners (see all Action Points in Information & Communication section).

Lead responsibility: VSRA/CVSN

Target completion date: October 2004

3 Action: To increase the awareness of funding opportunities amongst socially excluded and smaller groups and consider their particular funding needs.

Lead responsibility: VSRA

Target completion date: October 2004

4 Action: To investigate the possibility of developing central resource points throughout the borough where small groups can have access to photocopiers, fax etc.

Lead responsibility: Community Liaison/VSRA

Target completion date: October 2004

5 Action: To investigate and develop the range of in-kind support available to the voluntary sector. (See Funding section Action Point 13).

Lead responsibility: No resources identified

6 Action: To map the provision of capacity building support to BME and small groups in order to develop a strategy to fill the gaps.

Lead responsibility: No resources identified

7 Action: To facilitate voluntary sector fora (both area and issue based) which enable marginalised and under-represented groups to have their voices heard.

Lead responsibility: CVSN

Target completion date: October 2004

VOLUNTEERING

9.1. Introduction

For the purpose of this Compact volunteers are defined as ' individuals who choose to work unpaid, making a commitment of time and energy for the benefit of the community'.

All partners recognise the role of volunteers in undertaking valuable work that often complements the work of paid staff, and also recognise that although volunteers give their time freely, they may need resources with which to work. Many volunteers undertake paid work elsewhere and bring a range of skills and qualifications to their voluntary work.

9.2. Undertakings by all partners:

All partners agree to:

- Work together to promote the achievement of volunteers and raise the profile, status and range of volunteer activities.
- Recognise that volunteers play a major role in providing services to the community.
- Respect the contribution made by volunteers and offer them training and support to enable them to carry out their activities effectively.
- Recognise that volunteers also undertake volunteering for personal development reasons.
- Work together to identify and dismantle barriers to volunteering and community involvement particularly amongst BME, refugee and groups representing disabled people.
- Adhere to the National Council for Voluntary Organisation's (NCVO) code of good practice for volunteering when working with volunteers.

- Value the experience gained by individuals through their volunteering activities in the same way as the experience gained through paid work is valued.
- Acknowledge that volunteering should not replace paid work.
- Develop volunteering policies within their own group/organisation and share good practice.
- Encourage employers to develop employee volunteering schemes, allowing flexibility for volunteering and community action and sharing good practice as employers.
- Investigate ways of developing volunteering opportunities to and from partner organisations.
- Work together to support and strengthen the volunteering infrastructure in the borough.

9.3. Volunteering: Action Plan

1 Action: All partners to adopt and promote the NCVO volunteering code of good practice.

Lead responsibility: VDA

Target completion date: March 2004

2 Action: To develop clear criteria for identifying what level of commitment it is fair to ask for on a voluntary basis and at what level the commitment required needs to be properly paid for.

Lead responsibility: VDA

Target completion date: March 2004

continued overleaf...

Section 10

3 Action: To actively develop the Employee Volunteering Forum in the borough.

Lead responsibility: VDA

Target completion date: March 2004

4 Action: To develop a strategy to encourage the involvement of BME and refugee groups and groups representing disabled people in volunteering.

Lead responsibility: VDA

Target completion date: March 2004

5 Action: To promote the Code for Council Officers when volunteering on management committees.

Lead responsibility: LBHF Community Liaison

Target completion date: March 2004

MONITORING AND REVIEWING THE COMPACT

10.1. Introduction

Both the undertakings and the Action Plan will be monitored to assess the extent to which the Compact has been successfully implemented throughout the year.

Responsibility for monitoring will rest with the Compact Steering Group.

10.2. Operation

- A new Compact Steering Group will be formed by the Borough Partnership with effect from November 2003.
- This will comprise an equal number of voluntary & community sector, private sector and public sector members.
- This group will be a task group charged with the responsibility of monitoring the implementation and success of the Compact on behalf of Compact participants. The group's approach will primarily be to encourage and develop best practice.
- A chair and vice chair will be appointed annually and positions will rotate between the voluntary & community sector and other sectors so that either the chair or vice chair is always from the voluntary & community sector.
- The group will meet three times a year in advance of Borough Partnership meetings. If necessary, the group will meet more often, for example in response to a serious breach of the Compact.

10.3. Responsibilities of Compact Steering Group

- To launch and continue to publicise the Local Compact ensuring it is kept firmly on the local agenda.
- To monitor, evaluate and oversee the development and implementation of the Compact at meetings held three times a year.
- To consider how far existing policies and strategies of Borough Partnership members need to adapt to meet the requirements of the Compact.
- To produce an annual, written monitoring report on the implementation of the Compact.
- To consider the findings of the monitoring report and recommend any changes or areas that require action for the following year to the Borough Partnership.
- To co-ordinate the process for managing disputes and complaints. To examine the details of each concern, decide on whether any action should be taken, make recommendations to the relevant partners and report to the Annual Review meeting as appropriate. (Please refer to Compact Procedure for Resolving Disputes page 27).

10.4. Annual Review Meeting

- After the first year of implementation, The Borough Partnership Annual Review meeting will consider the Compact Steering Group's annual monitoring report on the implementation of the Compact and any recommendations.

Appendix 1

10.5. Monitoring procedures

These will include:

- Receiving reports from Borough Partnership or voluntary & community sector representatives, or any working group established, about progress on items in the Action Plan or compliance with undertakings.
- Identifying and measuring milestones and targets within the Action Plan.
- Seeking information and opinions from the Borough Partnership, public, private or voluntary & community sectors about what difference the Compact has made.
- Monitoring complaints by the public, private and voluntary & community groups about 'non-compliance' with the Compact.
- An annual review and report on the progress of the Compact.

COMPACT PROCEDURE FOR RESOLVING DISPUTES

Between Hammersmith & Fulham's voluntary & community groups and the other Borough Partnership partners.

1. Introduction

The Borough Partnership recognises the value of voluntary & community groups and supports their independence. The Compact provides an overall framework for how the relationship between the Borough Partners and voluntary & community groups will be managed. This is explained in more detail in the specific Compact sections e.g. Funding, Consultation etc.

The purpose of this document is to explain how partners, including voluntary & community groups, can raise issues of concern when they think the Compact is not being properly followed.

Not all concerns that partners have are best dealt with through this procedure. Most partners have their own formal complaint procedures for individuals or organisations wishing to complain. This enables the partner to look into the complaint and have the opportunity to correct any concerns.

2. Raising a concern

You **should** raise issues through this procedure when you believe that a partner of the Compact is working in a way that does not follow the Compact or its codes of practice.

Voluntary & community groups, and private sector or public sector organisations can raise concerns individually or jointly.

An umbrella organisation, forum or network can also raise concerns on behalf of one or more of its members.

In all cases, we will need to know:

- The name, address and telephone number of the organisation raising the issue of concern, plus a contact name.
- What part of the Compact your concern is about.
- Who, if anyone, you have already spoken to about it.

You **should not** use the Compact Procedure for Resolving Disputes to;

- complain about goods or services received - this is best dealt with by internal complaints procedures.
- challenge a decision about your funding - this is best dealt with by the officer responsible for managing your grant.
- complain about Councillors - a procedure on Councillor's Conduct exists.
- complain about individual officers/employees - this is best dealt with by the organisations internal complaints procedures.

Who to contact:

You should raise concerns in the first instance with **either**:

Britt Hansen (Network Co-ordinator)
Community and Voluntary Sector Network (CVSN)
1 Gayford Road
London W12 9BY
Tel: 020 8762 0872
Fax: 020 8749 3874
Email: britt.hansen@vsra.org.uk

Or

Kim Dero (Head of Community Liaison)
 Community Liaison Unit
 London Borough of Hammersmith & Fulham
 Town Hall, King Street, London W6 9JU
 Tel: 020 8753 2483
 Fax: 020 8753 2198
 Email: kim.dero@lbhf.gov.uk

3. What should happen

You should first contact **Community and Voluntary Sector Network (CVSN) or Community Liaison (CL)**, either by phone, email or in writing.

CVSN or CL will:

- Make a record of your concern.
- Make a decision and advise you on whether your concern is a Compact issue.
- If the concern is not a Compact issue they will advise you to take up the matter directly through the relevant partner's formal complaints procedures.
- If the concern is relevant to the Compact, forward the issue to the Compact Steering Group.
- Write to you stating who will be dealing with the concern and how to contact them.
- Monitor what happens with your concern and report to the Annual Review.

The Compact Steering Group will:

- Examine the details of your concern, contacting your organisation and anyone else concerned as appropriate.
- Consider the relevant parts of the Compact or codes.
- Decide whether any action should be taken.
- Report in writing their decision to you within 30 working days and copy their letter to CVSN and CL.

- Monitor what happens with your concern and report to the Annual Review Meeting.
- Make recommendations to the relevant partner and the Annual Review as appropriate.

4. Review

If the complaint process has highlighted wider issues, further discussion can take place as part of the Annual Review of the Compact. CVSN, CL and the Compact Steering Group will make sure that all concerns and their outcomes are reported to the Annual Review meeting. The report will specify any unresolved concerns.

The Annual Review meeting can agree further action to address any outstanding concerns, as part of the Action Plan for taking the Compact forward to the following year.

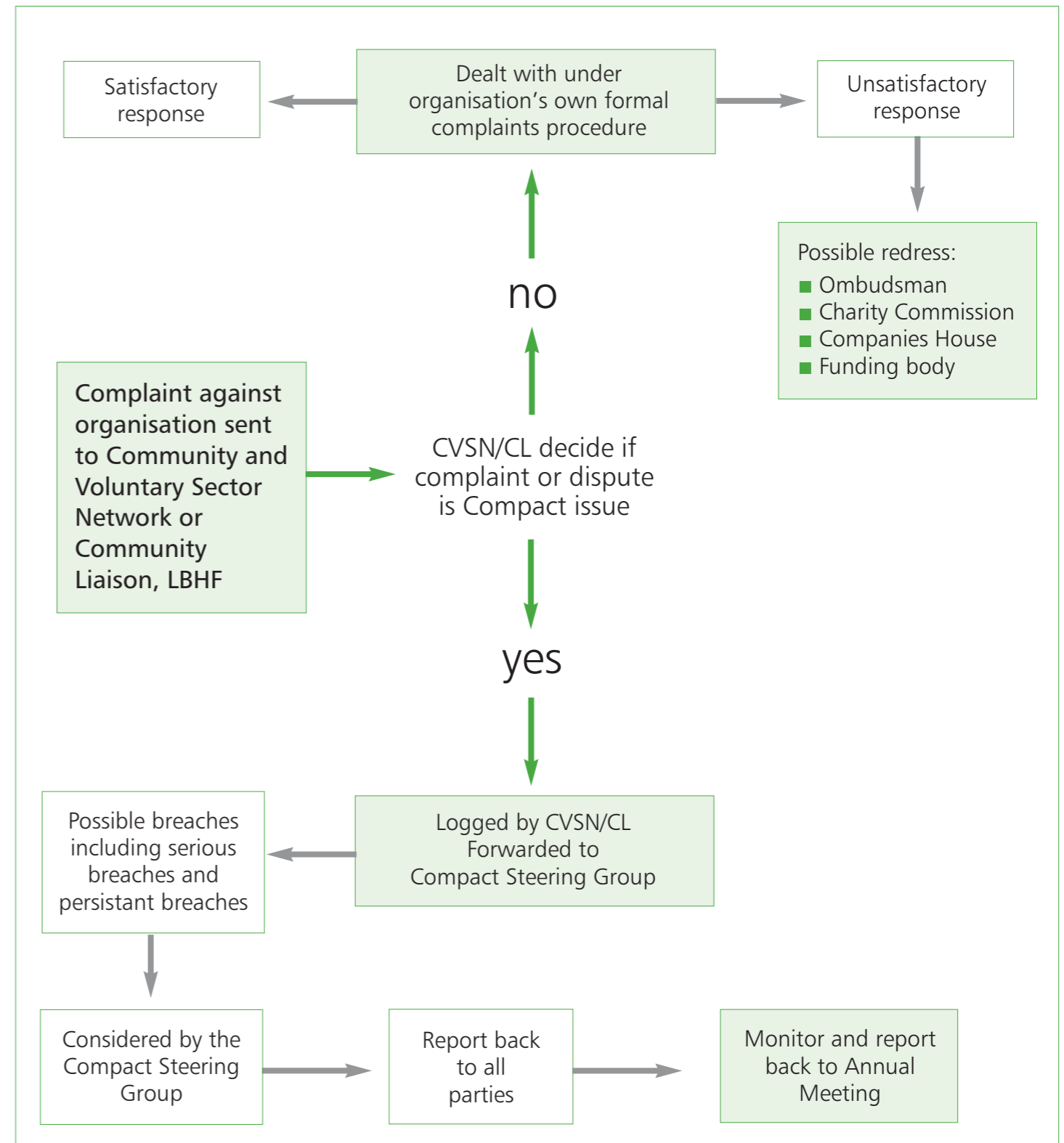
The Annual Review meeting will also consider the effectiveness of this procedure in dealing with the concerns that have been raised.

5. Who's who in the procedure

Both Community Liaison (CL) and Community and Voluntary Sector Network (CVSN) are the first points of contact for voluntary & community groups and other partners who have a concern.

Community Liaison will provide the administrative support for this procedure. CVSN is the main network for voluntary & community groups in H&F and they will also provide support to groups wanting to raise concerns about the Compact.

The Compact Steering Group will consider the concerns raised. The Steering Group will be made up of an equal number of representatives from all sectors.



Appendix 2

GLOSSARY OF TERMS

Access

The extent to which users are able to participate in or receive the services they want. Accessibility issues include physical access to buildings, opening hours, childcare, availability of interpreters, signers and large print.

Accountable

Expected to report and justify actions or decisions to another party/person. Answerable to.

Accountability

Duty to report and justify actions to others.

Advocate

To put forward a cause; to enable others to present their own views.

Beneficiaries

People who benefit from something or use a service.

BME Groups

A group run predominately by people from Black and Minority Ethnic communities for the benefit of the same community.

Borough Partnership

In H&F the Borough Partnership encompasses all the partnerships working in the borough to deliver the Community Strategy and Local Public Service Agreement. The Borough Partnership is H&F's Local Strategic Partnership.

Capacity Building

Activities that aim to increase the ability of an organisation to better deliver services or improve structures. This includes: information, training, consultancy, advice and networking.

Community

Any group or organisation of people working together who identify with a common concern, interest, issue or place.

Community Sector

A general term to describe small community groups who are typically managed by volunteers, do not employ staff, and do not have regular income or funding. May also be included within the umbrella term voluntary sector.

Compact

A mutual agreement.

Consultation

The aim of consultation is to inform the planning and development of more effective policies and services by listening to, and acting on, the views and needs of users and stakeholders.

Core Costs

The main costs incurred in running an organisation or services, including management, premises, administration, training, research and Information Technology.

Disability Discrimination Act (1995)

Combats discrimination against disabled people in the areas of employment, access to goods, facilities, services and education. The onus is on service providers to ensure that disabled people are not treated less favourably than other people, to make reasonable adjustments to the way that they deliver services including changes to physical features to overcome physical barriers to access, and to not discriminate against disabled people.

Diversity

In this context refers to the range of views, beliefs, values and priorities, that exist within voluntary & community groups and within the wider community.

Evaluation

Evaluation is the systematic collection of information to judge the effectiveness of activities and outcomes of an organisation, a service or a piece of work. This information is used to reflect on the how far it is achieving its aim and to inform decisions about future work, i.e. reviewing the work.

Fora

More than one forum.

Funder

An organisation or individual providing cash or in-kind support.

Funders Forum

An occasional meeting of local funding bodies.

Grassroots

Groups or activities run by the people who benefit from them.

Human Rights Act 1998

Requires 'public authorities' to respect the basic individual rights to freedom of thought, conscience and religion.

In-Kind Support

Non financial support or donations.

LETS

Local Exchange Trading System – a scheme that allows people to exchange skills, instead of cash, for services. For example, Mrs Brown might agree to repair Mr Smith's computer, if he helps her weed her garden.

Local Strategic Partnership (LSP)

See Borough Partnership.

Mainstream

Non-specialist or regular services.

Monitoring

Collecting factual information about a service or piece of work whilst it is being delivered.

Not-For-Profit

To make sure that any surplus unrestricted income is reinvested in the organisation/group as a whole and not distributed to individual shareholders.

Participation

Participation is a process whereby individuals or groups are enabled to play an active role in decision-making processes or activities that are led by another agency.

Partnership

As in an alliance or joint work. A number of groups and individuals who agree to work together for a common aim or set of compatible objectives. Members of a partnership share resources and responsibilities and agree to work together in a co-operative and mutually supportive way to achieve partnership aims.

Partners/Partnership

In this document Partners/Partnership refers to members of the Borough Partnership, for example the Police or the voluntary & community sector, and lower case 'p' as in partners/partnership refers to members of other partnerships.

Private Sector

Businesses likely to raise profits from the sale of goods and services.

Public Sector

Also called the Statutory Sector, consisting of bodies regulated and funded through public revenues e.g. hospitals, council and the police.

Race Relations (Amendment) Act 2000

This Act places a general duty on public bodies to have due regard to: 1) eliminating unlawful racial discrimination 2) promoting equality of opportunity; and 3) promoting good relations between people of different racial groups.

Refugee

In the 1951 United Nations Convention definition, a refugee is someone who has a well-founded fear of persecution for reasons of race, religion, nationality, membership of a particular social group, or political opinion.

Representatives

People who are appointed or elected, to put forward the views of others.

Resources

A general term which can include funding, staff, volunteers, premises, information, assets and equipment.

Service Provider

An organisation/group that provides a direct service to the public or support and advisory services to other organisations/groups.

Service User

Individuals who use direct services or organisations that use support or advisory services.

Small Group

An organisation with no more than two paid staff, and frequently less. Often run entirely by volunteers.

Social Exclusion

A term used to describe the negative impact on people's lives of discrimination, poverty, deprivation and a combination of linked problems, such as unemployment, poor skills, low incomes, poor housing, high crime, bad health and family breakdown (council definition).

Socially Excluded

People who are affected by social exclusion.

Social Inclusion

The action that agencies such as councils and voluntary organisations take in order to overcome and combat social exclusion.

Stakeholders

Any group or individual who can affect or be affected by the achievement of an organisation's objectives.

Undertaking/Joint Undertaking

A promise made by one or more partners to other partners.

Unrestricted income

Income which V&C groups can use in any way their constitutions allow.

Users

Are the people who benefit from or use a service. They are also called beneficiaries, customers, clients, consumers, and recipients.

Voluntary Sector

A general term to describe not-for-profit neighbourhood based groups, communities of interest, faith groups, self help groups, campaigning organisations, voluntary organisations that employ staff, local charities and local branches of national charities.

Volunteer

Refers to a person who gives a portion of their time to an organisation as a worker or helper voluntarily and without payment

ABBREVIATIONS

BME

Black and Minority Ethnic

BP

Borough Partnership

CITAS

Community Interpreting, Translation & Access Service

CL

Community Liaison (LBHF Department)

CVSN

Community and Voluntary Sector Network

H&F

Hammersmith and Fulham

LBHF

London Borough of Hammersmith & Fulham

LSC

Learning and Skills Council

LSP

Local Strategic Partnership

NCVO

National Council for Voluntary Organisations

PALS

Patient Advice and Liaison Services

PCT

Primary Care Trust

V&C Sector

Voluntary & community sector

VDA

H&F Volunteer Development Agency

VSRA

H&F Voluntary Sector Resource Agency

BACKGROUND DOCUMENTS

- Borough Partnership Action Plan, 2003
- Borough Partnership Communication Strategy, 2003
- Borough Partnership Protocol, 2003
- Community Strategy, LBHF, 2001
www.lbhf.gov.uk/boroughpartnership

- Best Value Partnership Protocol, LBHF, 2002
- The Nolan Principles of Public Life, Borough Partnership, 2003
- Voluntary Sector Strategy, LBHF, 1998
www.lbhf.gov.uk

- Lewisham Compact, 2001
- National Compact Codes, Home Office
- Newcastle Compact, 2001
www.thecompact.org.uk

- Local Compact Guidelines, Local Government Association, 2000
- Compact with the Community, Local Government Association, 2000
www.lga.gov.uk

- Disability Discrimination Act, 1995 www.drc-gb.org
- Human Rights Act, 1998 www.hmso.gov.uk
- Race Relations Amendment Act, 2000
www.cre.gov.uk

Appendix 3

MEMBERS OF STEERING GROUP

Chair: Penelope Harrison

Director, H&F Voluntary Sector Resource Agency (VSRA)

Adrian Mayers

H&F Primary Care Trust

Anthony Wills

Metropolitan Police, Borough Commander

Barry Huxley

LBHF, Secondary Inspector Education

Bill Ogden

H&F Cyclists

Christine Collins

LBHF, Community Liaison (up to August 2002)

Councillor Tim Stanley

LBHF

Debbie Thomas

Earls Court Olympia

John Lawrence

Chamber of Commerce

Kim Dero

LBHF, Head of Community Liaison

Mary Ravenscroft

LBHF, Education Liaison Officer

Mary Walker

LBHF, Head of Policy and Equalities

Robert Innes

Learning and Skills Council

Simon Corkill

Metropolitan Police

Tim Parkin

LBHF Social Services, Head of Best Value

Attendees

Charlotte Hay

Confidential and Local Mediation (CALM)

Councillor Fiona Evans

LBHF

Councillor Greg Hands

LBHF

Deb Pople

Community and Voluntary Sector Network

Lauren Ure

LBHF, Policy and Equalities

Malika Hamiddou

Community Interpreting Translation & Access Service (CITAS)

Marie Cann

LBHF, Policy and Equalities

Marion Schumann

H&F Volunteer Development Agency

Paul Alexander

New Deal for Communities (NDC)

Sheila Williams

New Deal for Communities (NDC)

Servicing Steering Group

Aida Helabi

Compact Development Officer, VSRA/LBHF, Community Liaison

Susan Westman

Principal Funding Officer, LBHF Community Liaison

MEMBERS OF COMPACT WORKING GROUPS

BME/REFUGEE GROUPS WORKING GROUP

Facilitator: Aida Helabi

Compact Development Officer, VSRA/LBHF Community Liaison

Representatives From:

Best of Friends

Colebrooke Social, Cultural and Welfare Association

Community and Voluntary Sector Network (CVSN) – Forum Facilitator

Community Education Forum

Community Interpreting, Translation & Access Service (CITAS)

Ealing Forum

Ethiopian Advice and Support Centre

Evelyn Oldfield Unit

Fulham Somali Women's Organisation

H&F Caring for Carers

H&F Primary Care Trust

H&F Refugee Forum

H&F Volunteer Development Agency

Hammersmith Community Trust

LBHF Community Liaison – Head

LBHF Community Liaison – Principal Funding Officer

LBHF Community Safety Unit

LBHF Widening Participation Officer – Education

London Sevashram Sangha

Naz Project

New Deal for Communities

Reach Africa

RENEWAL SRB

Shepherds Bush Housing Association

Somali Community Education Association

Taxi Pata Pata African Arts

The Vince Hines Foundation

Voluntary Sector Resource Agency (VSRA) – Health Partnership Officer

Woodstock Housing Trust

SMALL GROUPS WORKING GROUP

Facilitator: Susan Westman

LBHF Community Liaison

Representatives From:

Barons Court Project

Best of Friends

Charisma Christian Centre

City of Refuge

Colebrooke Social, Cultural and Welfare Association

Confidential and Local Mediation (CALM)

Fulham Broadway Methodist Church and Centre

Fulham Guides and Brownies

Fulham Horticultural Society

Fulham Somali Women's Association

H&F Refugee Forum

H&F Volunteer Development Agency

Hammersmith Christian Fellowship

Khanum Women's Association
 Maria's Health Enhancement
 Reach Africa
 Renewal SRB
 Rivercourt Methodist Church and Centre
 Seven Day Adventist
 Shepherds Bush Healthy Living Centre
 Somali Community Education Association
 St Dionis Church
 Sulgrave Club
 Tasso Baptist Church
 The Charlotte Sullivan Charity
 Voluntary Sector Resource Agency – Groups
 Development Worker
 Voluntary Sector Resource Agency – Health
 Partnership Officer
 VSRA/LBHF Community Liaison – Compact
 Development Officer

PARTNERSHIP AND CONSULTATION WORKING GROUP

Facilitator: Penelope Harrison

Director VSRA

Representatives From:

Best of Friends
 Community Education Forum
 Community Interpreting, Translation & Access Service (CITAS)
 Fulham Somali Women's Organisation
 H&F Mind
 H&F Pre School Learning Alliance
 H&F Primary Care Trust
 LBHF Community Liaison

LBHF Policy and Equalities
 LBHF Post 16 Education
 LBHF Regenis
 LBHF Regeneration – Housing
 LBHF Regeneration and Housing Strategy
 London West Learning and Skills Council
 Metropolitan Police
 Shepherds Bush Healthy Living Centre
 Somali Women Support Development Group
 Standing Together Against Domestic Violence
 Taxi Pata Pata African Arts
 Urban Partnership Group
 VSRA/LBHF Community Liaison – Compact
 Development Officer

FUNDING WORKING GROUP

Facilitator: Mary Ravenscroft

Education LBHF

Representatives From:

Community Interpreting, Translation & Access Service (CITAS)
 Hammersmith Community Trust
 Iranian Association
 Iraqi Community Association
 LBHF Community Liaison – Principal Grants & Policy Officer
 LBHF Community Liaison – Principal Funding Officer
 London West Learning and Skills Council
 Maria's Health Enhancement
 RENEWAL SRB
 St Saviours
 Urban Partnership Group
 VSRA/LBHF Community Liaison – Compact
 Development Officer

VOLUNTEERING WORKING GROUP

Facilitator: Derron Leid

VDA

Representatives from:

Iraqi Association
 Reach Africa

PARTNERS REPRESENTED ON THE CIRCULATION LIST OR INTERVIEWED

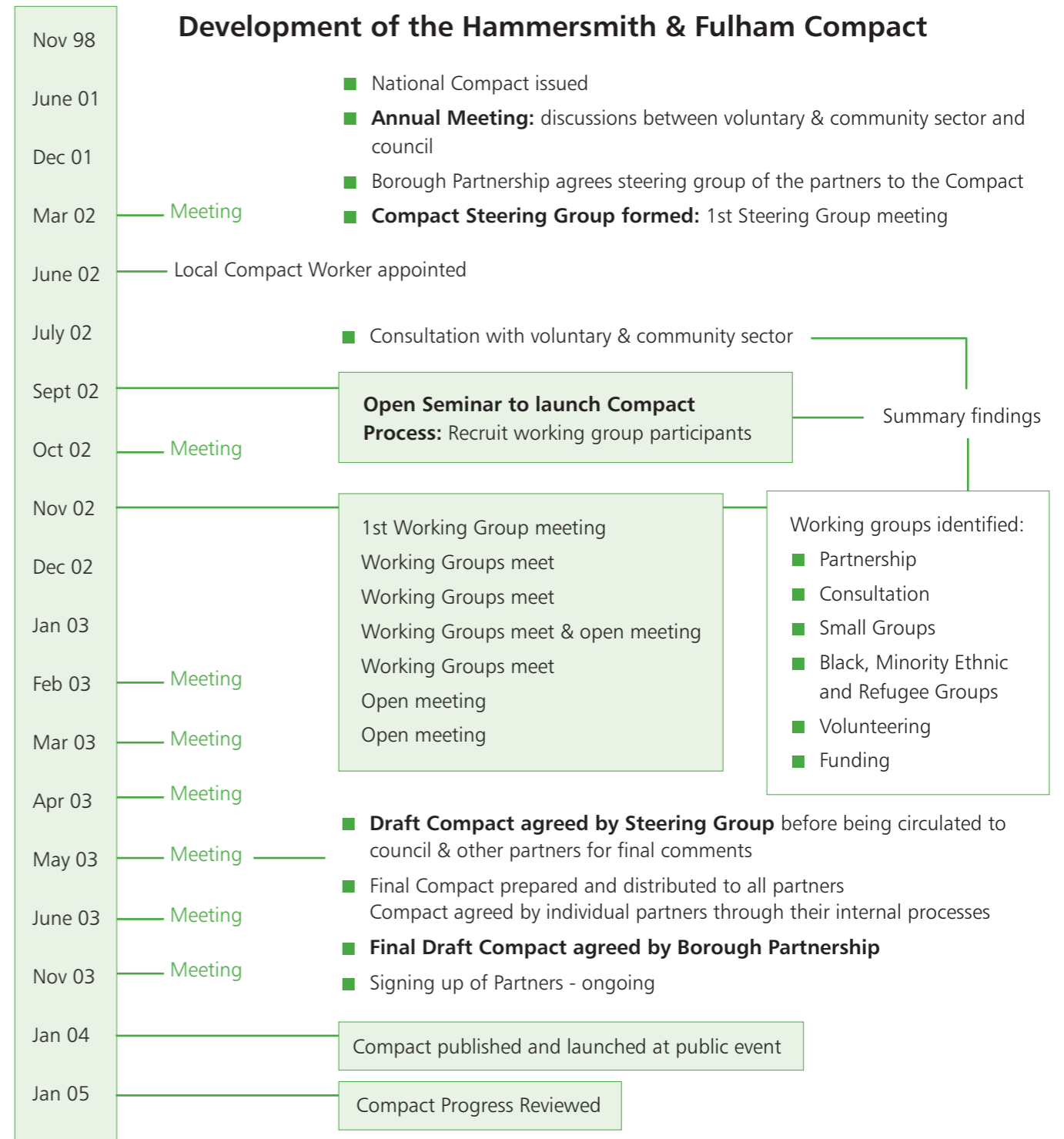
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 Advance Advocacy Project
 African Horn Environmental Link
 Age Concern
 Alzheimer's Society
 Arab Women's Group
 Bishop Creighton House
 Black British Heritage Group
 Blythe Neighbourhood Council
 Centre for Filipinos
 Chelsea Village
 Cycle Community Workshop (CYCICK)
 Edward Woods Community Centre
 Eritrean Community Association
 Fatima Community Centre
 Fulham Citizens Advice Bureau
 Fulham Good Neighbour Service
 Fun in Recovery Management Group (FIRM)
 Government Office for London (GOL)
 Grove Neighbourhood Centre
 H&F Action on Disability (HAFAD)
 H&F Community Transport
 H&F Fire Service
 H&F Law Centre
 H&F MENCAP
 Hammersmith Bengali Association
 Hammersmith Hospital Trust
 Horn of Africa
 Intermedia
 Kurdish Association (For Refugees)
 LBHF Councillor Andrew Slaughter – Leader of the Council
 LBHF Councillor Chris Graham – Deputy Leader
 LBHF Councillor Reg McLaughlin – Deputy for Social Inclusion
 LBHF Councillor Sally Powell – Deputy for Regeneration
 LBHF Education Libraries
 LBHF Education Policy
 LBHF Environment Policy
 LBHF Housing Policy
 LBHF Housing Strategy
 LBHF Housing Supporting People
 LBHF Housing White City Estate
 LBHF Social Services Performance Management
 LBHF Social Services Strategic Commissioning Unit
 Legal Services Commission
 Local Agenda 21
 Notting Hill Housing Trust
 Nubian Life
 Princes Trust
 Refugee Housing Association
 Shepherds Bush Families Project
 Shepherds Bush Housing Association

Appendix 4

Sickle Cell Anaemia Research Foundation (SCARF)
 Sagal Arts Association
 St Paul's Church
 The Asian Health Agency (TAHA)
 The Hut Association
 Vince Hines Foundation
 West and North West London Vietnamese Association
 Western Kurdistan Association
 Yarrow Housing
 Youth Information Service – Education

Our apologies if your group contributed and this has not been acknowledged.

Development of the Hammersmith & Fulham Compact



Appendix 5

Agreement form for Hammersmith & Fulham Compact

We have read and understood the local Compact principles of joint working between the Voluntary & Community, Public and Private sectors in the London Borough of Hammersmith & Fulham, as outlined in this document.

By signing below, we are publicly declaring our commitment to the Compact.

Our name is (group/organisation) _____

- Registered charity
- Community group
- Voluntary organisation
- Public sector organisation
- Private sector organisation (please specify) _____

Address _____

_____ Post code _____

Tel _____ Fax _____

Email _____

Signed _____ Name _____

Position _____ Date _____

Whilst it is obviously intended for all partners to comply with the terms of the Compact it is not intended to be contractually binding.

Please complete this form, cut along dotted edge and return to:

Denyse Richards
Community Liaison
Room 48, Hammersmith Town Hall
King Street
London W6 9JU

Feedback form

Please use this space to give us your views on the Hammersmith & Fulham Compact with the Voluntary and Community Sector.

The Compact is an evolving document, and any suggestions you have to improve it will be welcome.

Please complete this form, cut along dotted edge and return to:
 Denyse Richards
 Community Liaison
 Room 48, Hammersmith Town Hall
 King Street
 London W6 9JU

Other formats & languages

For a large print, Braille, disc or audiotape version of this document, please contact us at the address below:

Community Liaison
 Room 48, Hammersmith Town Hall
 King Street
 London W6 9JU

Telephone 020 8753 2487
 or email denyse.richards@lbhf.gov.uk

You will need to supply your name, your postal address and state the format you require.

A summary of this document is available in selected languages. Please phone the number or contact us at the address above for further details.

If you would like any part of this document in audio tape or interpreted in your own language, please phone 020 8753 4040.

Russian

Если вы хотите, чтобы какая-либо часть этого документа была устно переведена на ваш язык, пожалуйста, позвоните по телефону: 020 8753 4040

Polish

Jeśli chciałbś jakaolwiek część tego dokumentu przetłumaczoną na język ojczysty, to proszę zadzwonić pod numer 020 8753 4040.

French

Si vous souhaitez qu'une partie de ce document soit traduite dans votre langue, veuillez appeler le 020 8753 4040.

Spanish

Si desea alguna parte de este documento en su propio idioma, llame al 020 8753 4040.

Albanian

Nese do deshironi ndonje pjese te ketij dokumenti te perkthyer ne gjuhen tuaj, telefononi 020 8753 4040.

Arabic

إذا كنت ترغب بالحصول على ترجمة فورية لأي جزء من هذه الوثيقة، فيرجى الاتصال بـ: 020 8753 4040

Somali

Haddii aad jeclaan laheyd in qeyb dukumentigan ka mid ah luqaddaaada ama afkaaga laguugu turjumo, fadlan teleefoon u soo dir 020 8753 4040.

Farsi

اگر شما میخواهید هر بخشی از این سند به زبان شما برایتان ترجمه شفاهی بشود لطفاً با شماره تلفن 020 8753 4040 تماس بگیرید.

Gujarati

જો તમને આ દસ્તાવેજનાં કોઈપણ ભાગનું કોઈ ભાષામાં તમારી પોતાની ભાષામાં જોઈએ છે તો, સંબંધની કરી ટેલિફોન કરો 020 8753 4040.

Hindi

यदि आपको इस दस्तावेज के किसी भी हिस्से का किया हुआ अनुवाद अपनी भाषा में चाहिये, तो कृपया टैलिफोन करें 020 8753 4040.

Urdu

اگر اس دستاویز کے کسی بھی حصہ کا ترجمہ آپ کو اپنی زبان میں چاہیے، تو براہ مہربانی ٹیلی فون کریں: 020 8753 4040

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਕਿਸੇ ਵੀ ਹਿੱਸੇ ਦਾ ਕੀਤਾ ਹੋਇਆ ਅਨੁਵਾਦ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ 'ਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ 020 8753 4040.

