



Richmond upon Thames Compact Implementation

Introduction

The Compact and Toolkits are intended to provide a framework for partnership working. Although not legally binding our aim is for all stakeholders to be able to have a voice and use the Compact as a way of working together. With this in mind we would like to celebrate our successful partnership working and share these models of good practice with other stakeholders, as well as identify where we can learn lessons for improvement.

There are a range of mechanisms for the implementation of the Compact. The aims are to raise awareness of the Compact, create an accountability framework for organisations that sign up to its principles and outcomes and capture the learning where the Compact has worked well and issues have been resolved.

Raising Awareness

An awareness raising programme will be developed by the Council and Richmond CVS, which will include the following:

- Launching the Compact Toolkit
- Promoting the Compact at relevant team and management meetings
- Publication of an Annual Compact Report: this will contain examples of where the Compact outcomes have been achieved and recommendations from Compact Resolution processes. This will be facilitated by the Council, inviting input and examples from all stakeholders.

Voluntary Sector Forum and Voluntary Sector Network

As open forums both the Voluntary Sector Forum and Voluntary Sector network present opportunities for considering how we work together and Compact issues will be agenda items at these meetings.

Compact Review Board

It is proposed that a Compact Review Board be established of cross sector representatives, to have oversight of the Compact and agree the Annual Report for the Compact. They will also form part of the resolution process described below, but importantly will help to gather examples of good practice where the Compact has worked well for partners. It is envisaged that the Board would meet no more than three times a year and report to the Richmond Partnership.

Dispute Resolution

All partners recognise that there will be occasions where our actions and behaviours do not meet the principles and help to achieve the outcomes contained within the Compact. By signing up to the Compact, organisations commit to an open dialogue between affected parties on how any issues can be resolved.

The proposed resolution process for the Compact is as follows:

Step 1

Stakeholders or affected parties should seek to resolve the issue through an open discussion, identifying where they think the Compact has not been met, its impact, how to mitigate the impact and agree a way forward.

Step 2

If Step 1 has not successfully resolved the issue it should be raised with Richmond CVS (by either a voluntary or statutory partner) who will follow it up with the relevant agencies for a resolution. During this process recommendations and learning will be documented and shared with the relevant stakeholders for dissemination.

Parties may also seek the advice of the Council's Voluntary Sector Partnership Manager if appropriate.

Step 3

If the issue has not been satisfactorily resolved under Step 2 it will be considered by the Compact Review Board for resolution. As with Step 2 any learning from this process is then shared appropriately with stakeholders.