

The HIGHLAND Compact

AN CÒRDADH GÀIDHEALACH

Public and third sector partners:
a shared vision

Com-pàirtichean poblach is treas earrainne:
lèirsinn cho-roinnte



THE HIGHLAND COMPACT: Introduction

AN CÒRDADH GÀIDHEALACH: Ro-ràdh

This Compact sets out shared principles, values and commitments which have been developed and agreed together by the Public¹ and Third² Sectors in Highland to define and manage their relationships. It has been designed to clearly state what each party can expect from the other and can be summarised as a shared commitment to build mutual trust and confidence and an appreciation of the roles and contributions of public and Third Sectors.

The Partnership welcomes the opportunity to enter into this Compact which promotes more effective partnership working as the key to success for the Highlands. It will enhance current working relationships between the public and third sectors – to work even more productively and effectively together with mutual trust, understanding and commitment.

The development of this compact way of working has involved extensive consultation at both pan-Highland and local level. This has told us that a Compact is welcomed because it will improve:

- **Communication** by breaking down barriers in terms of language and organisational cultures
- **Commitment** to working together, leading to improved relationships, added value and the delivery of better outcomes
- **Relationships** by providing a framework and clarifying the two-way nature of the partnership
- **Representation** by highlighting the need for clear representation of the third sector
- **Understanding** by providing a focus to promote information sharing, understanding and awareness raising

The Compact will strengthen partnerships which will achieve far more than the sum of their parts and deliver better outcomes and services for the Highlands.

¹ The Highland Council (THC), Highlands and Islands Enterprise (HIE), and NHS Highland (others may join). ² Third sector is now the recognised name for the former Voluntary sector. It includes voluntary and community organisations, charities, social enterprises, cooperatives and mutuals.

AIM AMAS

“To enable third and public sector partners across the Highlands to find effective ways of working together co-operatively toward the achievement of outcomes that will improve the quality of life of local people and communities. This will build on the high levels of voluntary activity in the Highlands to achieve a culture of mutual understanding, trust and confidence”.

COMPACT PRINCIPLES AND BEHAVIOURS PRIONNSABALAN AGUS MODHAN CÒRDAIDH

The consultation process has led to the development of a set of key PRINCIPLES and BEHAVIOURS that are essential to ensure the success of the Compact. These will govern how both sectors will operate and expect from each other.

Respect and Value Meas agus Luachan

We will respect and value the professionalism of all organisations, agencies and individuals across the third and public sectors. Conduct and service delivery will recognise the independence of each party whilst developing relationships that preserve the dignity, integrity and worth of each contributor.

When I represent my organisation I will use these behaviours:

- I will invest time regularly and constructively in order to ensure that relationships are positive.
- I will strive to establish courteous relations with all I come into contact with.
- I will behave with consistency and do what I say I'll do.
- I will exercise the responsibility of constructive individual and personal leadership.

Partnership Com-pàirteachas

We will recognise that we can achieve more by working together through co-operation, collaboration and cohesion. The contributions from different sectors will result in improvements as we learn from each other, recognising and valuing each other's strengths and progressive thinking.

When I represent my organisation I will use these behaviours:

- I will be accountable and act with integrity.
- I will learn from the past and move forward with my relationships with others in a positive way.
- I will not allow personal agendas to override the needs of the community I serve.
- I will value the skills and abilities which exist within the partnership.
- I will be clear about my own and appreciate the organisational constraints of partner organisations.
- When I challenge my partners, I will do so in a respectful way, recognising that to enable constructive dialogue, shared contribution and challenge are important.

A Detailed Action Plan has been developed to ensure the implementation of the Compact. This will be a living document which will be monitored and reviewed by the Compact Partnership.

This document can be accessed at www.highlandlife.net/highlandcompact



Communication and Understanding

Conaltradh agus Tuigse

We will enter into partnerships with transparency, honesty and openness. Partners will strive towards continuous engagement and consultation and ensure that they are aware of the obligations, responsibilities and limitations of other organisations.

When I represent my organisation I will use these behaviours:

- I will be transparent, honest and open.
- I will listen actively.
- I will interact professionally, constructively and competently.
- I will communicate timeously, openly and fully.

Equality

Co-ionannachd

We will ensure that within partnerships there will be equality of access to knowledge, opportunities and information.

When I represent my organisation I will use these behaviours:

- I will work towards developing equal partnerships and strive to maintain this with colleagues even where it is not entirely possible due to commissioning arrangements.

Performance

Coileanadh

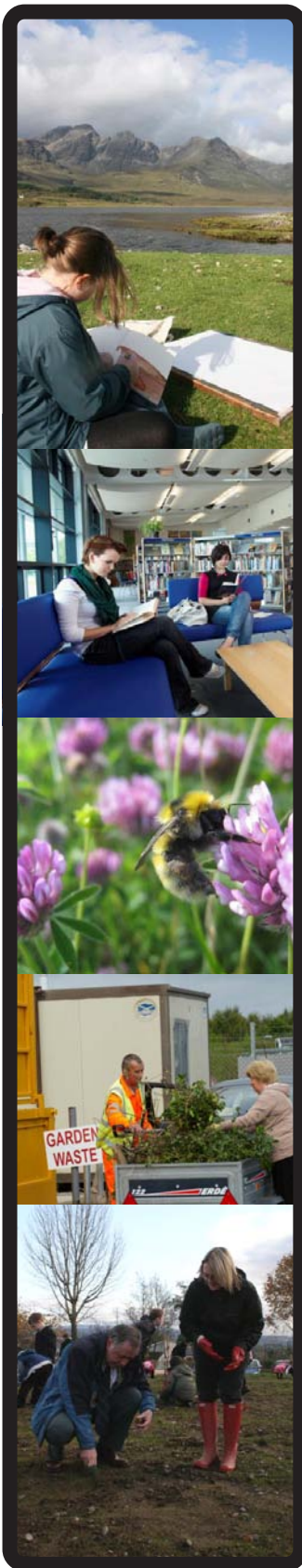
We will work together towards the achievement of positive outcomes and will attain excellence through ongoing monitoring and evaluation.

When I represent my organisation I will use these behaviours:

- I will deliver on agreed aims and objectives.
- I will learn from others and share good practice and my own experience.
- I will be committed to the principles of effectiveness and efficiency in service delivery.
- I will strive towards best practice and continuous improvement, in relation to:
 - Identification of needs and solutions.
 - Consultation and engagement.
 - Service modelling in relation to best practice.
 - Service delivery.

All partners - organisations, employees and volunteers - will be committed to promoting equality and diversity as employers, commissioners and service providers.





Implementation/Action Plan

Buileachadh/Plana-gnìomha

Compact Partnership will oversee the implementation of the Compact. Representation on this group will include officers from The Highland Council (THC), Highlands and Islands Enterprise (HIE), and NHS Highland and representatives from the Third Sector. This Partnership will be formally recognised as part of the Community Planning Processes in Highland.

The Compact Action Plan will underpin the implementation of the Compact.

Following consultation, the key priorities of the plan are:

- Communication and Understanding
- Participation and Representation
- Resourcing Arrangements

The plan can be accessed at: www.highlandlife.net/highlandcompact

To assist with implementing the Compact, Compact Champions will be appointed within public sector organisations and for the Third sector. These Champions will promote the Compact and help to embed it within everyday working practices.

Monitoring

Sgrùdadh

Monitoring will be carried out by the Compact Partnership and the Compact and Action Plan reviewed on an annual basis. Regular feedback to this group is welcomed and encouraged. To ensure wider participation and engagement an annual pan-Highland event will be organised. For further information go to www.highlandlife.net/ighlandcompact

Compact Mediation Approach

Dòigh-obrach Eadar-mheadhain a' Chòrdaidh

The purpose of the Compact is to set out a framework within which the public and third sectors will work together. There may however be occasions where one partner feels the other is not complying with this agreement. A mediation approach has been designed to support organisations, with the Compact Champions assisting by providing a mediation role and the Compact Partnership providing final arbitration.

Full details of the mediation approach can be found at www.highlandlife.net/highlandcompact

For further information or to request this information in an alternative format e.g. large print, braille, computer disk, audio tape, or suitable language, please contact:
Policy and Performance Team: 01463 702006 or e-mail: policy6@highland.gov.uk

CONTACTS SEÒLAIDHEAN

To find out your organisational or local Compact Champion go to:

www.highlandlife.net/highlandcompact

For further information on the Compact please contact:

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