

# Walsall Local Compact

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September 2005



WALSALL  
BOROUGH STRATEGIC  
PARTNERSHIP





**Walsall Local  
Compact**   
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## **WALSALL LOCAL COMPACT**

### **Main Aim**

Walsall Local Compact is an agreement between Walsall Council, the local NHS, Walsall Borough Strategic Partnership and the Voluntary and Community Sector.

It is a framework that will help improve effective joint working and the way we work together towards common goals and visions.

The Compact will:

- Provide clear standards and clarify the way we work together

The Partners will use the Compact to:

- Develop good practice across the partnership
- Increase an understanding of each other and avoid duplication of activities.

Walsall Borough Strategic Partnership will:

- Encourage organisations to identify their roles and responsibilities
- Monitor the positive impact on Neighbourhood Renewal Fund floor targets and other appropriate measurements made by the partners.

## FOREWORD

### Angie Bradley-Davies

It gives me great pleasure to present to you all the full document of Walsall's local COMPACT.

How did we get here? There has for some time been a recognition that in order to build stronger partnerships between the statutory sector and the voluntary and community sector we need ground rules. There has, in Walsall, been a genuine commitment from Walsall Voluntary Action, the Local Authority, the teaching Primary Care Trust, then Walsall Borough Strategic Partnership and more latterly representatives of the local community through the Community Empowerment Network, to embrace and develop a COMPACT to provide these ground rules.

So is it finished? No. The document presented here is the end of one journey and the beginning of another. We have agreed how to work together and the practical steps we need to take together to make this happen. Now we have to do it.

Will it work? I am confident that the opportunity exists for COMPACT to provide the framework through which all the stakeholders can work together more effectively to serve the people of Walsall.

The next stage of this journey is to fully implement COMPACT integrating it into the everyday working practice of all partners. I believe this can be done.

Finally, I would like to thank all those who participated in the development of Walsall's COMPACT.

A handwritten signature in black ink, appearing to read 'AB Davies', with a stylized, cursive script.

Angie Bradley-Davies  
*Walsall Voluntary Action – Chief Executive*



# FOREWORD

## Tom Ansell

The publication of this, our second Local Compact, is a great step forward, for all of the partners working together through the Walsall Borough Strategic Partnership, for the community and voluntary sector that contributes so much to the life of the Borough of Walsall, and to the community at large.

Walsall has a proud record of partnership working, between statutory agencies like the Council, the Police and the NHS, and community-based organisations. We have a history of innovation – our nine Local Neighbourhood Partnerships, a recent winner of the prestigious *Municipal Journal* award for community engagement, are the latest example of local creativity in this important area of activity. Our Compact, from its start in 2001 was innovative; we were different, we chose not to limit our discussions to the Council and the voluntary sector, from the start involving the local NHS, and the breadth of the community and voluntary sector.

Our first Compact, signed by the partners in 2003, committed us all to work on a second phase, including a set of detailed policy statements on issues crucial to the concept, and of key importance to the community and voluntary sector. This new Compact completes this process – it includes specific commitments on funding, consultation, communication and information, on organisations focussed on disability issues or BME communities – and it places our Compact at the heart of our community planning processes, owned and managed by the Walsall Borough Strategic Partnership.

Earlier this year, the Borough Partnership, the Council, Walsall Community Empowerment Network and Walsall Voluntary Action organised an important local conference, held at Bescot Stadium, called 'Realising our Vision'; this was all about the community and voluntary sector, what it contributes to local society, how it works with other local agencies, and about how we can work together to further strengthen the sector for the future. Through the launch of this Compact, at the same time as we launch our new Community Plan for Walsall, we are demonstrating our continued commitment and resolve to place the community and voluntary sector at the heart of our plans for the future and to work with the sector to ensure support by local partners for the sector to play its part to the full – as an advocate for local people and local interests, as a provider of services to the community and as a key part of the social fabric of our Borough.



Councillor Tom Ansell  
*Chair of Walsall Borough Strategic Partnership*

## THE PARTNERS



ClIr Tom Ansell  
*Chair* ..... 28 September 2005

### **Walsall Borough Strategic Partnership**



Annie Shepperd  
*Chief Executive* ..... 28 September 2005

### **Walsall Metropolitan Borough Council**



Paul Jennings  
*Chief Executive* ..... 28 September 2005

### **Walsall Teaching Primary Care Trust**



Susan James  
*Chief Executive* ..... 28 September 2005

### **Walsall Hospitals NHS Trust**



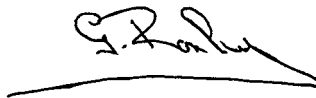
Angie Bradley-Davies  
*Chief Executive* ..... 28 September 2005

### **Walsall Voluntary Action**



Andrew Moul  
*Interim Joint-Chair* ..... 28 September 2005

### **Community Empowerment Network**



George Rowley  
*Interim Joint-Chair* ..... 28 September 2005

### **Community Empowerment Network**



Mac McGregor  
*Walsall Borough Commander* ..... 28 September 2005

### **West Midlands Fire Service**

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## WHAT IS THE COMPACT?

Walsall's Compact is an acknowledgement by the Partners: Walsall Council, the local NHS and the Community and Voluntary Sector of the value of joint working and of the Partners' inter-dependence. It sets out a framework for our way of working together.

Walsall has a proud record of working in partnership amongst statutory agencies, local business communities and with Community and Voluntary organisations. The development in Walsall of a Local Strategic Partnership and the preparation of a new Community Plan which reflects common goals and concerns have taken this approach to a more formal level.

Therefore, the Partners, in making this commitment to the Compact, believe that effective joint working and a mutual understanding of the roles and interests of the Partners, developed through the Compact, will benefit the Borough and local people.

Effective joint working means that the partnership is greater than the sum of its parts creating synergy and reducing the risk of duplication. Partnership working, towards a set of common goals or vision, is a continuous and dynamic process. In the context of Walsall Borough Strategic Partnership, this Compact will ensure that robust, meaningful links will exist amongst Partners, in existing work and in work that may emerge in the future.

## BACKGROUND AND CONTEXT

A Compact is an agreement amongst partner organisations, under the umbrella of Walsall Borough Strategic Partnership and the Voluntary and Community Sector. This Compact will inform and assist other partnerships that may arise. It is a framework that will help improve effective joint working and the way we work together towards common goals and visions.

This is Walsall's second Compact and should be seen in the wider context of joint working at a national level between the Local Government Association, Central Government departments and the National Council for Voluntary Organisations, to encourage the establishment of local compacts between statutory and community sectors. National discussions have produced a set of compact guidelines relating to the relationships between Central Government departments and agencies and the Community and Voluntary Sector; these guidelines have been used locally to help focus our discussions.

In Walsall, our initial discussions in 2001 were supported by the Health Action Zone initiative and used the national discussions as a starting point, but from the start, Partners have been clear that our Compact must address local issues and concerns and reflect the local context.

Walsall's Compact has been developed by joint working. Initial talks led to the establishment of a Shadow Steering Group, which had equal representation from statutory partners and the Voluntary and Community Sector. This became the Compact Steering Group which, as a Design Group, produced a framework for the initial Compact. Community and Voluntary Sector representation on the Steering Group was determined by an election, where candidates were nominated under different categories to ensure the diversity of the sector was reflected. The first Compact agreement set out a set of principles for effective joint working and after endorsement by the Partners, was launched in November 2003 at a formal signing ceremony. Consequently Partners agreed to work together on a second more detailed phase to develop Codes of Practice through the Compact Steering Group. These Codes of Practice are now included in this Compact.

## THE COMPACT PARTNERS

Key to Walsall's local Compact is the Community and Voluntary Sector. The Compact has been developed mindful of the diversity of the sector, to be relevant to the varied needs, concerns and circumstances of the broad range of organisations and groups working within our Borough. These include:

- voluntary organisations operating within the Borough providing a service to others, locally, borough wide, regionally, nationally, or internationally
- community organisations, representing and supporting community interests
- local or regional organisations, focussing on a particular interest or concern
- local clubs and societies, including sports clubs
- organisations and networks representing communities (community being defined by geographical boundaries, common interests or common characteristics)
- faith groups.

These organisations might be very large or very small; they might be well established, very new, permanent or short-lived. They might be entirely self-contained, or engaged with the wider world. They might be run entirely by volunteers, employ paid staff, or a mixture of both.

### **Respecting diversity**

In signing this Compact, Partners are indicating their value for all people within the Borough of Walsall and are committing to promote a culture where all people are treated with dignity and respect. The Compact encourages commitment to equality of opportunity and the celebration of diversity in the communities of the Borough of Walsall.

The Compact encourages relationships where all forms of discrimination and oppressive behaviour are recognised as unacceptable and encourages organisations and individuals to fulfil their potential.

The Partners who sign this Compact are committed to working to:

- eliminating all forms of discrimination and promoting social justice
- promoting good community relations
- securing community cohesion.

The Compact recognises the rich diversity of Walsall's communities is one of the Borough's main strengths and further, that challenging discrimination is essential if the Borough is to prosper and flourish. The Partners who have signed this Compact have a fundamental role to play in helping to tackle inequalities and promote good relations between the many groups and communities across the Borough.

## **Faith Groups**

The Partners to this Compact believes that faith may form an important part of society. Reaching out to faith communities and working with them is part of our response to an equal opportunities agenda and an excellent element of working towards social inclusion.

It is recognised that, alongside worship, the adherents of all the major faiths (including the principal faiths represented in Walsall such as Christian, Hindu, Muslim and Sikh) work for the well-being of the community as an aspect of the practice of their faith. Where faith based projects are set up to serve the wider local community this Compact is committed to ensuring equality with any other secular project.

Particular issues relating to black and minority ethnic community groups and disability issues are addressed in greater detail in Codes of Practice set out on pages 27 and 31-32 of this Compact agreement.

Within the Borough of Walsall there is a long and credible history of partnership working with Community and Voluntary organisations. Walsall Borough Strategic Partnership's involvement in the development of the Compact has drawn upon experience across the Partners.

# SHARED PRINCIPLES OF WALSALL'S LOCAL COMPACT

## A Shared Vision

The Compact Partners recognise the need to work together to achieve improvements in the quality of life for Walsall residents. To work towards this, the following principles have been agreed:

- an independent and diverse Voluntary and Community Sector is fundamental to the well-being of local society
- the Partners have distinct but complementary roles in the development and delivery of public policy and services in the Borough
- there is added value in working in partnership towards common aims and objectives. Meaningful consultation builds relationships, improves policy development and implementation and enhances the design and delivery of services, projects and programmes
- the Compact Partners have different forms of accountability and are answerable to a different but overlapping range of stakeholders. Common to all is the need for integrity, openness and honesty.

## Independence and Governance

The Partners recognise and support the independence of the Voluntary and Community Sector, irrespective of any funding relationship that might exist.

The Voluntary and Community Sector agree to maintain high standards of governance and conduct and where applicable, observe the accountancy framework for charities and limited companies.

Through the Walsall Borough Strategic Partnership the Compact will be monitored and reviewed, so that it continues to fully reflect local circumstances and aspirations.



## **Funding**

Funding is an important element of the relationship between all Partners in Walsall's Compact. The Partners recognise the importance of strategic funding, ensuring the continued capacity of Voluntary and Community organisations.

In order to develop principles of good practice within Walsall's Local Compact, Partners will promote:

- allocations of resources and support in an open and transparent way
- common, transparent arrangements of agreeing and evaluating objectives.

These issues are addressed in greater detail in the Compact policy statement on funding, set out on pages 18-21 of this Compact agreement.

## **Information/Consultation**

The Partners agree the following:

- to identify as far as possible implications for the Voluntary and Community Sector and to include the Voluntary and Community Sector where appropriate in the policy development process
- to consult and involve the Voluntary and Community Sector subject to considerations of urgency, sensitivity or confidentiality
- to consult in a timely fashion and allow reasonable timescales for response; recognise the need of organisations to consult their users, beneficiaries and stakeholders within the constraints placed upon Partners by law
- to ensure that the specific needs, interests and contributions of those parts of the sector whose views may otherwise not be heard will be taken into account
- to respect confidentiality of information provided by the Community and Voluntary Sector, within the constraints of the law and the proper performance of public duties, when given access to it on that basis.

The Voluntary and Community Sector agree the following:

- to ensure that service users, volunteers, members and supporters are informed and consulted, where appropriate, about activities and policy positions when presenting a case to the statutory partners or when responding to local or national consultations

- to ensure that these views will be accurately communicated in the course of such representation
- to respect the confidentiality of information provided by Partners.

These issues are addressed in greater detail in the Compact Codes of Practice; Principles of Consultation pages 23-24 and Information and Communication pages 29-30 of this agreement.

## Good Practice

The Partners agree to promote; effective working relationships, consistency of approach and good practice with the Voluntary and Community Sector. In the establishment of good practice the Compact will encourage the use of a monitoring system that uses SMART principles, which are:

- **S**pecific
- **M**easurable
- **A**ttainable
- **R**ealistic
- **T**ime Limited

National Compact guidelines of Good Practice have been used to develop Walsall Local Compact and will continue to be referred to when the Local Compact is reviewed.



## Shared Partnership Information Resource (SPIR)

The Compact promotes and encourages the use of the Shared Partnership Information Resource (SPIR)

- The Shared Partnership Information Resource – is an extensive databank of indicators, which provides a comprehensive picture of Walsall and its neighbourhoods. It provides the evidence based for strategy development and targeting local action and is maintained by the Strategic Intelligence Unit of the Council. The Unit will advise on appropriate use of the evidence base and provide analyses tailored to the particular needs of Partners.

A key set of indicators are held at:

[www.blackcountryknowledge.co.uk/bco/index.jsp](http://www.blackcountryknowledge.co.uk/bco/index.jsp)

and advice on their use or other indicators can be obtained by emailing [pearsons@walsall.gov.uk](mailto:pearsons@walsall.gov.uk)

## Mediation and Arbitration

The Partners recognise that a mediation and arbitration process is key to the effectiveness of the Local Compact and as such will develop an appropriate process.



## COMPACT CODES OF GOOD PRACTICE

The detailed codes of good practice set out in this document are:

- funding
- consultation
- volunteering
- black and minority ethnic organisations
- information and communication
- disability organisations
- learning and development

The Compact will be reviewed annually to monitor and evaluate its effectiveness.



## Compact Codes of Practice 1 – Funding

This policy statement aims to improve the funding relationship between the Walsall Local Compact Partners.

The policy should help to develop and sustain effective procedures, which result in sound funding decisions to support well-delivered programmes.

Best Value principles mean that:

- organisations that provide funding will be clear about why they are providing funds and for what they are providing funds; and
- organisations that receive funds will be clear about why they are receiving funds and what they must deliver as a result of receiving those funds.

Funding relationships and organisational policies for obtaining goods and services will be drawn up so as to ensure:

- **transparency:** all parties should act in a way that is prompt, accurate and with everything done in the fullest way possible, ensuring that nothing is hidden from view
- **accountability:** all parties should expect to be asked, “what they are doing and why they are doing it in that way?” They should be able to justify their actions and/or decisions
- **budgeting:** all parties have a clear process for how and when money will be paid by organisations that provide funding; and how and when money will be spent by organisations receiving funding
- **consistency in approach** but still allowing for variation in delivery as appropriate to each project
- **proportionality:** that the size of organisations and the amount of money involved is taken into account.



As Partners in Walsall Local Compact, we recognise:

1. That funding should be focussed on outcomes – the ultimate aim of expenditure is the benefit brought to communities, ensuring value for money.

Outcomes should be based on evidence; both in terms of assessing initial needs (in order to support funding bid), on an on-going basis during the lifetime of the project and also at the end of a funding term (to assess the success of the project).

2. The importance of simplicity and proportionality – processes are as simple as possible and proportionate to the size of the organisation and the amount of money involved. This will include such matters as:
  - publishing clear eligibility criteria and a transparent assessment process so that applicants are clear about who can apply, what will/will not be funded and how their application will be assessed
  - signposting to sources of support in order to assist with applications e.g. help with applications in languages other than English, Braille, audiotape
  - signposting to additional sources of funding.
3. The need for fair access to funding – that information about new funding programmes is made as widely available as possible and communicated in accordance with our Local Compact Codes of Practice and the National Funding Code of Practice.
4. The importance of consistency and co-ordination – funding organisations should develop standard funding terms and conditions that apply across their organisation and only impose additional conditions where these are genuinely necessary. Communication and co-operation in joint initiatives and working together across Compact Partners should be actively encouraged, with all Partners being aware of the needs and capabilities of other involved parties.

5. The need for timeliness –
  - a. That sufficient time is allowed for planning, particularly lead-in time, making decisions and taking action at the right time so that projects/initiatives have real effect; acknowledging that there will be occasions when short-notice funding opportunities arise.
  - b. That, where need is determined, payments should be made in advance in order to avoid potential cashflow difficulties for organisations receiving funding, where this is possible. In addition, plans should detail how and when claims are to be submitted and also provide a timeframe for processing claims.
  - c. That adequately justified notice of any potential withdrawal of funding is given; this should be a minimum of three months so that alternative arrangements can be made.
  - d. That organisations providing funds and those receiving them consider the issue of sustainability. All Partners in the Walsall Local Compact are committed to working towards a funding strategy that will contribute to a package of measures, which support long-term sustainability, including financial and environmental matters.
6. The need for a clear process of monitoring and evaluation – such processes are agreed jointly at the outset between organisations providing funds and those receiving them and are relevant and proportionate to the size and nature of funding provided.
7. That some arrangements may go wrong. Some projects and initiatives may not always run to plan. Compact Partners will work together to ensure an appropriate resolution is brought about which considers the circumstances of all interested parties.
8. That funding reflects the true cost of delivery of services – therefore, principles of full cost recovery are recognised. Organisations receiving funds should not be required or expected to subsidise, from their own resources, any services that they are contracted to provide. It is accepted that core management and administration costs need to be met if organisations are to operate efficiently and effectively.
9. That where organisations wish to change the terms of the funding agreement, in terms of outputs and spending categories, changes must be agreed by all parties before any money is spent or committed. Failure to achieve such agreement is likely to result in the organisation receiving funding having to pay for any costs incurred from their own resources.

10. That direct financial assistance may not always be the answer. The Local Compact Partners are committed to developing alternatives to direct financial support where this is appropriate: 'in-kind' support, by way of a person's time, the provision of a particular service, premises or goods.
11. The importance of transparency and accountability – it is important that organisations who provide funds know their funds are being spent correctly; organisations receiving funds must be able to demonstrate the impact they have been able to achieve because of a particular funding stream. Analysis of such evidence will allow informed decisions about future spending priorities.
12. The benefits of sound financial and risk management procedures; organisations which provide funds may be confident that organisations receiving funds are able to cope with the financial management of any monies received and can account for its spending correctly and transparently.

The allocation of funding should be proportionate to the risk management strategies that organisations receiving funding have in place. Help and guidance on such matters should be made available on a regular basis and certainly before the start of any bidding round. This assistance should ensure that all are aware of the risk associated with the delivery of expected outcomes.



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## Compact Codes of Practice 2 – The Principles of Consultation

Consultation is about finding the best course of action by giving the people and organisations the chance to have a say on real choices. It provides us all with the opportunity to be part of decision making.

- We believe that consultation is essential if decisions are to be realistic, workable and reflect local people's needs and wishes. Consultation may be about big issues, affecting the whole Borough, or about a single issue, specific to a place, time or situation. We believe that consultation is a key form of dialogue between Partners. Where appropriate, Partners will work together on consultations, undertake consultation together and share the results of consultation exercises.

When we consult we:

- will set out the basis of consultation (how consultation is to happen, who is being consulted, how this will influence the decision and what use will be made of the information collected)
- will ensure Walsall Borough Strategic Partnership and relevant Partners are advised of our intention to consult
- will present the clearest and fullest picture possible
- will build on existing networks, partnerships and forums
- will ensure that consultation processes are inclusive
- will take account of the specific needs, interests and contributions of those whose views may not otherwise be heard
- will be open about any implications there may be for the full range of partners and people and make sure that we include them in the process
- will allow reasonable timescales and recognise the constraints that each sector has to work within, whilst recognising the national compact guidelines to allow 12 weeks for most consultations; where this is not possible clear reasons should be given
- will respect confidentiality
- will give an honest picture of responses received
- will expect new solutions to emerge
- will listen and make changes
- will seek to maintain open channels of communication with those we have consulted.



When we are consulted we:

- will always try to make the best response in the circumstances, either by taking part in the consultation or giving feedback about why we are not
- will evaluate the relevance of the issue consulted upon to our own organisation and act accordingly
- will do our best to meet timescales where these are reasonable
- will respond in a way that reflects the views and position of our organisation
- will make clear the basis of our response
- will respect confidentiality
- will respect the needs of our own internal consultees
- will seek to maintain open channels of communication with the consulting body
- may choose to challenge the basis of the consultation.



## Compact Codes of Practice 3 – Volunteering

Volunteering is the commitment of time and energy for the benefit of society and the community and can take many forms. It should not include help given to close relatives. It is undertaken freely and by choice, without concern for financial gain.

As Partners in Walsall Local Compact, we recognise:

- the immense value of volunteers and the contribution that volunteering makes to the community, the social economy and the quality of life of the people of the Borough of Walsall
- the wide scope of volunteering: within local organisations; as a local focus for regional or national organisations; as individuals or informal networks of volunteers; or in public services – for instance as school governors, magistrates or trade union officials
- that volunteers are representative of the community, close to the needs of local neighbourhoods and interest groups, reflecting the needs of local people and capable of presenting the interests and views of such to service providers
- the diversity of volunteers and the inclusive nature of volunteering
- the independence of volunteers – and accept that people who volunteer do so for a wide variety of reasons
- that volunteering builds up the skills, experience, self-confidence and employability of individuals and can develop the overall skills base of a community or area
- the need for a strong and securely funded volunteering infrastructure to support voluntary activity
- the need to engage local partnerships.

We will work together to ensure that:

- volunteering is accessible to all
- the contribution provided by volunteers is recognised, valued and celebrated
- there is a wide variety of opportunities and means through which individuals can get involved in volunteering
- volunteering is promoted within the local community and in the voluntary, public and private sectors
- straightforward information and advice is available to individuals interested in volunteering
- there are opportunities for volunteers to develop their own role, skills and experience and to build further capacity within local communities
- volunteering is not used as a replacement for paid employment and that volunteers are not exploited, are offered out of pocket expenses wherever possible and are provided other support appropriate to their own needs
- voluntary action is underpinned by good practice in volunteer management and by appropriate policies and practice on health and safety, public protection, quality assurance and insurance provision.



## **Compact Codes of Practice 4 – Black and Minority Ethnic (BME) Voluntary and Community Groups**

As Partners in Walsall Local Compact we recognise the vital contribution Black and Minority Ethnic (BME) groups make to the Walsall community.

The Walsall BME Community includes representatives from a wide range of cultures and faiths.

This policy statement will provide a framework for partnership working that will help provide community cohesion and ensure adherence to the principles of equality.

We will ensure that:

- support is provided for an effective BME infrastructure
- the diversity of interests and opinions within the BME community are recognised, respected and valued
- Walsall BME communities are actively involved and fully engaged in the development of local plans and strategies
- recognition is given to the provisions of all race relations legislation.

Walsall Compact Partners agree to:

- recognise the importance of faith groups
- recognise the diversity within the BME groups
- ensure that consultation processes include all within the BME communities
- ensure that our policies and processes are impartial and free from prejudice
- promote innovative ways of working.



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## Compact Codes of Practice 5 – Information and Communication

As Partners in Walsall Local Compact we believe that if we want to communicate well we need to listen just as much as we need to talk. We must learn from feedback and give people the credit for what they tell us.

Communication is the key to working together.

There are five reasons why we want to **HEAR** and be **HEARD**

- **H**elping things run smoothly, for example with good minutes and agendas
- **E**xchanging information – giving it and receiving it freely
- **A**nnouncing changes and opportunities
- **R**easoning with each other and the wider world
- **D**efending each others' reputation and building confidence.

We will work to make sure that all of our communication – written and spoken – is **CLEAR**

- **C**lear – easy to understand and with a clear purpose
- **L**istening – monitored and open to response
- **E**arly – early enough to be useful
- **A**ppropriate – the right information in the right form for the right audience
- **R**eliable – trustworthy, up to date and based on facts.

We will also take **PRIDE** in our communications

- **P**ride in the Borough
- **R**espect for each other
- **I**ntegrity and transparency
- **D**iversity and accessibility
- **E**xcellence in all that we do.

In order to achieve this we, as Partners in Walsall Local Compact, will ensure:

- that we welcome the richness of cultural differences and work to make our communication inclusive
- that up to date information is available to Partners early enough to be useful
- that we publish leaflets with information that is most often requested
- that we make the most of electronic communications, such as the internet, e-mail
- that all information is written in plain English, dated and with contact details for further information or response
- that information can be made available in other formats (large print, Braille, audio tape) and in languages other than English.



## **Compact Codes of Practice 6 – Disability Organisations**

We the Compact Partners champion the civil and human rights of disabled people to participate fully in the life of the Borough and its future development. We recognise that the access and communication needs of disabled people must be taken into account.

Compact Partners recognise that disability organisations play a valued role in society. We agree with the following definition:

- That a person is disabled if he/she has a physical or mental impairment which has a substantial and long-term adverse effect on a persons ability to carry out normal day-to-day activities.

### **Impairment Definition**

The definition covers physical and mental impairments. These include:

- physical impairments affecting the senses, such as sight and hearing
- mental impairments including learning disabilities and mental illness (if it is recognised by a respected body of medical opinion)

*(Disability Discrimination Act 1995).*

Walsall Compact undertakes through its partnerships and in its dealings with the public to ensure that disabled people enjoy fair and equal access to Goods, Facilities and Services as prescribed in legislation.

Walsall Compact agrees that the access and communication needs of disabled people should be taken into account in all areas of economic and social life and that disabled people should be consulted to ensure that their needs are met in the best way possible.

### **Relationships**

1. We recognise the specialist knowledge and skills of disabled people and their organisations also will respect their rights to participate in partnerships on a basis of equality in status and power.
2. We will take into account that people with learning disabilities and sensory impairments may not be familiar with forms, jargon and procedures and will make all information and procedures easy to understand.
3. We will provide signposts and gateways to ensure that the ways to enter into partnerships and to access funding and other procedures are open to all regardless of disability and that barriers will not be placed in the way of disabled people.

4. We will work to develop the skills and capacities of disability organisations to ensure that they and their members can be included fully in all opportunities.
5. Ensure disability organisations in Walsall are actively involved/fully engaged in the development of local plans and strategies.

## **Communications**

We recognise that information and communication is the lifeblood of economic and social activity and therefore, agree to ensure that:

1. All information is provided in plain jargon-free language and in a variety of formats appropriate to the needs of visually impaired people and people with learning disabilities.
2. Policies are in place to provide interpreters or Human Aids to Communication whenever required to allow successful communication.

## **Accessibility**

1. We will require all Partners to make their services and facilities accessible to disabled people as required by current legislation.
2. For consultations, we will stress the need for adequate time and consideration to be given to disability organisations to consult and interact with their members.

## **And finally:**

We will ensure that progress towards better access and communication for people with disabilities is a continuing process and a cherished aim.



## **Compact Codes of Practice 7 – Learning and Development**

As Partners in Walsall Local Compact we believe that learning and development is essential if partnerships are to work well. It should meet personal and organisational needs.

Learning and development includes any activity, which enables us to achieve effective partnership working so that we can reach jointly agreed goals.

Learning and development may be formal or informal and will include opportunities to improve:

- knowledge and awareness
- interpersonal/communication skills
- technical skills
- competence
- individual, team and organisational effectiveness.

Where appropriate we will learn and develop together, sharing resources and opportunities. We believe that this will be of mutual benefit to all Partners.

### **Learning Toolkit**

The Compact promotes and encourages the use of the Learning Toolkit as a process by which community empowerment may be developed.

- The toolkit is a resource which gives advice, hints, guidance, examples of best practice in engaging groups of people.
- This toolkit has been produced by the National Institute of Adult Continuing Education (NIACE) for learning champions, neighbourhood representatives, community outreach and development workers, youth workers and frontline staff involved in arts, health and cultural organisations in Walsall.
- It is often true that the most useful and engaging learning happens informally in community settings that are very different from formal educational classrooms. For many citizens, education may not be what they are looking for when they visit libraries or museums, join a sports club or get involved in a neighbourhood support group. These are all contexts in which informal learning can take place.



- Key workers and service providers may have a lot to learn from local people about what issues matter to them and how the world looks from someone else's point of view. Local people are likely to feel more in control of their lives and able to make life-changing decisions if they are taken seriously and treated with respect and equality by those who are paid to make change possible. This toolkit should help to make such relationships work better.



## Jargon Buster

The following is intended to outline briefly the meaning of terms and abbreviations you may hear from time to time. This list is not exhaustive and should be used as a general guide only.

**Accountability:** The obligation of one person or body to answer for the performance or the duties assigned usually to the line with a delegated authority or financed by another body.

**Accountable Body:** Accountable body is the organisation which enters into the funding agreement with the Government. To enter into such an agreement the Accountable Body must be a legal entity, nominated to act on behalf of the Partnership in taking responsibility for the receipt and use of funding and for the realisation of the Action Plan. The Accountable Body can be either the Partnership itself (if it has formed a company limited by guarantee) or one of the members of the Partnership acting on behalf of the rest.

**ACSERG:** **African Caribbean Social & Economic Regeneration Group** – The organisation operates as an inclusive umbrella body and seeks to collaborate with partners in the community, voluntary, statutory, independent and private sectors to deliver effective services and support to its beneficiaries throughout the borough of Walsall.

**Autonomy:** Individuals, groups or organisations, independently taking responsibility for their own actions.

**BME:** **Black and Minority Ethnic.**

**BME Alliance:** BME Alliance is an umbrella body that represents the interest of BME organisations and groups who work within the community and has representation at a strategic level.

**Baseline:** A measurement of the starting conditions, for example numbers unemployed, before a programme is undertaken. The benefits of a programme can be assessed over time by comparing the baseline with more up to date figures.

<b>BLF:</b>	<b>Big Lottery Fund</b> was created by merging the New Opportunities Fund and the Community Fund. It will hand out half the money for good causes from the National Lottery.
<b>Capacity Building:</b>	Shorthand for a wide range of support, techniques and initiatives, which aim to build the capacity of individuals or organisations within communities to contribute effectively to regeneration projects.
<b>Capital Expenditure:</b>	Expenditure on the maintenance, extension of, or acquisition of land and/or buildings, vehicles, plant and major items of equipment.
<b>CEN:</b>	<b>Community Empowerment Network</b> aims to promote social inclusion through the development of sustainable voluntary action, which enhances community participation.
<b>CEPB:</b>	<b>Community Empowerment Partnership Board</b> is the Board of the CEN made up of voluntary and community sector representatives from the networks that feed into the CEN.
<b>Code of Practice:</b>	The way to carry something through.
<b>Compact:</b>	An agreement of ways of working between statutory, voluntary and community organisations.
<b>CRE:</b>	<b>Commission for Racial Equality</b> – An organisation that works for a just and integrated society where diversity is valued.
<b>Commissioning:</b>	Appointment of service delivery for projects or programmes intended to have direct impact on Neighbourhood Renewal floor targets.
<b>CVS:</b>	<b>Council for Voluntary Service</b> is a growing network of 350 CVS' and other local voluntary and community infrastructure organisations throughout England. They help to promote voluntary and community action by supporting member CVS' and by acting as a national voice for the local voluntary and community sector.

<b>Community Cohesion:</b>	The glue that holds a community/fabric of society together in terms of having common aims, pulling together, recognising diversity and equality.
<b>Community Chest:</b>	<b>Neighbourhood Renewal Community Chests</b> are administered by the voluntary sector 'lead organisations' and offer small grants of up to £5,000 to community groups for projects to help them renew their own neighbourhoods.
<b>CEF:</b>	<b>Community Empowerment Fund</b> aims to help community and voluntary groups to become empowered in order to participate in Local Strategic Partnerships and neighbourhood renewal. Government Offices for the Regions are responsible for distributing CEF resources.
<b>Community Fora (Forums):</b>	These are newly set up forums to bring together voluntary and community sector groups to discuss local priorities and issues, achieve consensus on key issues to be addressed and feed into the CEPB and their LNP.
<b>CLC:</b>	<b>Community Learning Chest</b> aims to help individuals and groups with learning and development. Grants vary from £50.00 to £5,000 with a maximum of £500 to individuals.
<b>Community Strategy:</b>	Plans councils must draw up for improving the quality of life for local people. They must be completed with the help of businesses, voluntary groups and residents.
<b>Development Trusts:</b>	A network of independent, not-for-profit organisations engaged in the economic, environmental and social regeneration of a defined area or community. Trusts are community based and owned. Activities are diverse and include provision of childcare centres and support for small businesses.
<b>DDA:</b>	<b>Disability Discrimination Act 2004</b> – Legislation that aims to end the discrimination faced by many disabled people, introduced in October 2004. The Act gives people rights in the areas of employment, access to goods, facilities and services and buying or renting land or property.

**Empowerment:** To work with people, groups and communities in a way that builds confidence, encourages autonomy and enables them to take greater power over their lives.

**Equal Opportunities Policy:** An organisation's statement and guidelines for practice on gender, race, sexuality or disability.

**EUF:** **European Union Funding** – The European Union (EU) allocates 30% of its annual budget to Regional Aid for the purpose of providing funds to promote and encourage its policies for regional development, economic growth, and social cohesion in its member states.

**Feasibility Study:** A project to identify whether a certain action should be carried out.

**Floor Targets:** Partner organisations activities that has an impact on the floor targets. It covers five areas: unemployment, crime, education, health and the environment.

**GOWM:** **Government Office West Midlands** – One of the nine national Government Offices, each working with regional partners and local people to help deliver the government's key aims at regional levels.

**Groundwork Black Country:** A charity supporting regeneration through practical environmental work in deprived areas.

**HO:** **The Home Office** – Government Department.

**Guidelines:** An official recommendation indicating how something should be done or what sort of action should be taken in a particular circumstance.

**Housing Corporation:** The Government body that regulates and funds housing associations in England.

**IIP:** **Investors in People** – An award which recognises an employer's commitment to the training and development of its staff.



- JUW:** **Joined up Working** – When organisations such as councils, hospitals and schools work together to identify and solve local problems. The Government has pushed this idea as a means of closing the gaps between public services and improving overall performance.
- LA:** **Local Authority** – They carry out a broad range of public activities within a defined area and population; have the authority to undertake public activities and provide public services; have the ability to enter into contracts; the ability to collect local taxes and determine a budget. Representative bodies, which are elected locally and have decision-making authority.
- LAA:** **Local Area Agreements** – Arrangements between central government and local authorities on local targets set to be rolled out across England from 2005. Includes Stronger Safer Communities Fund.
- LNP:** **Local Neighbourhood Partnership** – Partnerships each covering two or three electoral wards made up of Ward Councillors, Council Appointed Partners (tPCT, Police and Schools) and local community representatives. The partnerships have been set up to improve their local areas by influencing services.
- LNRS:** **Local Neighbourhood Renewal Strategy** – The preparation of a Local Neighbourhood Renewal Strategy (LNRS) is a key task for the Local Strategic Partnerships receiving Neighbourhood Renewal Funds. These strategies provide the strategic aims and targets for tackling deprivation and other key areas identified by the partnership, whilst contributing to national floor targets for tackling deprivation.
- LPSA:** **Local Public Service Agreement** – Local PSA's will build on the foundation provided by best value and should help to encourage innovation and commitment to better performance.

- LSC:** **Learning and Skills Council** – To improve the skills of England’s young people and adults to make sure that they have a workforce that is of world-class standards. They are responsible for planning and funding high-quality vocational education and training for everyone.
- Lifelong Learning:** The continuous development of skills and knowledge to enhance quality of life and employment prospects.
- Liveability:** Sums up anything/everything that contributes to quality of life. It is to do with the quality of housing and the general environment of an area.
- LSP:** **Local Strategic Partnership** is a single non-statutory, multi-agency body, which matches local authority boundaries and aims to bring together at a local level the different parts of the public, private, community and voluntary sectors.
- Matching Funding:** Funders can only finance part of the project costs. The rest of the funding must be found elsewhere (other funders, applicant).
- Mainstreaming:** Realigning the allocation of mainstream resources such as the police and health services – to better target the most deprived areas.
- Monitoring:** Regular collection and analysis of data, along with information concerning the problems being tackled.
- NCVO:** **National Council for Voluntary Organisations** – NCVO works with and for the voluntary sector in England by providing information, advice and support and by representing the views of the sector to government and policy-makers.
- NDC:** **New Deal for Communities** – A government programme to regenerate 39 very deprived areas across England over a ten year period. Walsall has one area covering Blakenall.
- NHS Trusts:** Provide most NHS services, through contracts with Primary Care Trusts. They are managed by a board of a lay chairman, non-executive directors and executive directors (the senior staff of the Trust).

<b>NIACE:</b>	<b>National Institute of Adult Continuing Education</b> is a non-governmental organisation working for more and different adult learners.
<b>NMP:</b>	<b>Neighbourhood Management Programme</b> – A way of encouraging stakeholders to work with service providers to help improve the quality of services delivered in deprived neighbourhoods.
<b>NRF:</b>	<b>Neighbourhood Renewal Fund</b> provides public services and communities in the 88 poorest local authority districts with extra funds to tackle deprivation.
<b>NSF:</b>	<b>Neighbourhood Support Fund</b> – Government grants of £10,000 upwards to community groups to enable them to re-engage disaffected young people.
<b>ODPM:</b>	<b>Office of the Deputy Prime Minister</b> – The government department responsible for neighbourhood renewal, housing and urban policy. The ODPM includes the Neighbourhood Renewal unit and the Social Exclusion Unit.
<b>Outcomes:</b>	Are indicators that show changes, benefits or other effects that happen as a result of organisations activities.
<b>Outputs:</b>	Indicators describe activities or products that organisations deliver as part of planned work.
<b>PI:</b>	<b>Performance Indicator</b> – Performance Indicators are quantifiable measures which help us see how far we have progressed in reaching our goals.
<b>Participation:</b>	People having the opportunity to fully contribute to and share in the decision making process in collective action and the life of their groups and communities.
<b>PIP:</b>	<b>Partnership Investment Programme</b> – A scheme of public sector support for reclamation of brownfield land.
<b>Partnerships:</b>	Working with other people, groups and agencies towards a common goal, sharing power and responsibility.

<b>Procurement:</b>	The overall process of acquiring a product or service.
<b>PCT:</b>	<b>Primary Care Trust</b> – Part of the NHS responsible for the planning and securing of health services and improving the health of a local population. They have their own budget and set their own priorities based on local need but also in accordance with directives from the Strategic Health Authority and Department of Health.
<b>PSA:</b>	<b>Public Service Agreement</b> – An agreement to provide a service detailing aims, objectives, outcomes and outputs.
<b>Qualitative:</b>	Generally referred to information of, relating to or concerning quality.
<b>Quantitative:</b>	Information about the numbers of something used for statistics.
<b>Quick Wins:</b>	A term used in the regeneration sector to refer to relatively cheap and easy initiatives that can be quickly implemented in an attempt to secure community support for a regeneration scheme.
<b>Quorum:</b>	The minimum number of members who must be present at a meeting in order to take decisions. When minimum number is not reached, it is said to be inquorate.
<b>RAWM:</b>	<b>Regional Action West Midlands</b> – Regional umbrella organisation for the Voluntary and Community sector.
<b>RDA:</b>	<b>Regional Development Agency</b> – A government agency to co-ordinate regional economic development and regeneration. Advantage West Midlands covers Walsall.
<b>Regeneration:</b>	Upgrading an area through social, physical and economic improvements.
<b>RSL's:</b>	<b>Registered Social Landlords</b> – The official name for housing associations, housing cooperatives and local housing companies that are registered with the Housing Corporation.

- Ring Fencing:** The practice of earmarking funds which have to be spent on specific projects and may not be used for other purposes.
- SEU:** **Social Exclusion Unit** – Part of the Office of the Deputy Prime Minister.
- SLA:** **Service Level Agreement** – An agreement which outlines the services to be provided in exchange for support (financial or other).
- SSCF:** **Safer and Stronger Communities Fund** – New proposals to bring together some Home Office and ODPM funding. Includes: Neighbourhood Management Pathfinders, Neighbourhood Wardens and the Single Community Programme. To be administered by local authorities and allocation decisions made by LSP's from 2005 as part of Local Area Agreements.
- Single Community Programme:** Formerly known in the 88 most deprived areas in England as three separate funds: Community Chest, Community Learning Chest and the Community Empowerment Fund. The merging of the funds is either in place or taking place in most areas. The programme is to become part of the Safer and Stronger Communities Fund.
- Social Capital:** A term used to represent the value people get out of relationships between them. Exchanging ideas, sharing resources and supporting each others' concerns are some of the ways in which social capital is produced. It is thought that social capital increases and becomes more sophisticated when networks have communication with each other.
- Social Enterprise:** A business with primarily social objectives whose surpluses are principally reinvested for that purpose in the business or in the community, rather than being driven by the need to maximise profit for shareholders and owners.

<b>Social Exclusion:</b>	Left out of society or prevented from entering into it or alienated due to problems such as unemployment, poor skills, low incomes, poor housing, high crime environments, poor health and family breakdown. It can also have a wider meaning which encompasses the exclusion of people from the normal exchanges, practices and rights of society.
<b>Stakeholder:</b>	A group, individual or organisation with an interest in an initiative, project or activity and its outcomes.
<b>STAR:</b>	<b>Standing Together Against Racism</b> – A multi faith programme set up to; respect differences, celebrate harmony, work together for Walsall.
<b>Statutory:</b>	Required by law.
<b>Sure Start:</b>	A government scheme which aims to improve the health and well-being of families with children before and from birth, so children are ready to flourish when they go to school.
<b>Sustainable Development:</b>	Activity which achieves mutually reinforcing economic, social and environmental benefits without compromising the needs of future generations.
<b>Third Sector:</b>	Collective name for charity, voluntary, non-government and campaigning organisations. Comes from the idea that the First Sector is the state, the Second Sector being companies and the voluntary and community sector is the Third Sector.
<b>Urban Forum:</b>	An umbrella body for community and voluntary groups with interests in urban and regional policy, especially for regeneration.
<b>Urban Regeneration Companies:</b>	Not for profit companies being set up by local authorities, Regional Development Agencies and other local partners to promote development in less prosperous areas of English cities and towns by engaging businesses in agreed physical and economic regeneration strategies.



- Value for money:** Is widely used to describe the optimal balance between outputs and inputs. Good value for money gives efficiency (the ratio of an activity to the resources input), economy (the purchase of goods or services at lowest cost) and effectiveness (the extent to which objectives are achieved).
- WBSP:** **Walsall Borough Strategic Partnership** is an organisation which brings together Local Government, other Public Service Agents, which include Police, Health, Education, the Business sector and the Voluntary and Community sector. The role of the Partnership is to regenerate Walsall by developing and delivering robust strategic plans utilising our key partner's resources and Neighbourhood Renewal Funding.
- WBMEA:** **Walsall Black Minority Ethnic Alliance.**
- Walsall Local Compact:** A Local agreement of ways of working between statutory, voluntary and community organisations.
- WMBC:** **Walsall Metropolitan Borough Council** comprises 60 Councillors, or elected Members, each elected by the residents of an electoral ward. There are twenty wards in all, covering the whole of the Borough of Walsall, each of which elects three Councillors. The Council's duties and powers are defined by statute law and include the right to raise money via the Council Tax and via business rate, supplemented by finance raised through general taxation.
- WMFF:** **Walsall Multi-Faith Forum** represents all religious faiths, promoting good community relations to ensure peace and harmony in the community.
- WtPCT:** **Walsall Teaching Primary Care Trust** is the NHS organisation that looks after the health needs of local people.
- WVA:** **Walsall Voluntary Action** – A Council for Voluntary Service, able to work with local community and voluntary sector groups to enable them to best achieve their objectives by promoting, supporting and strengthening voluntary and community action.
- White Paper:** Statement of policy intent issued by the Government. White papers often form the basis of new legislation and are usually preceded by a consultative Green Paper.



**Walsall Local  
Compact**   
working together • better together



# **ACKNOWLEDGEMENTS**

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and the**

**Compact Steering Group**

wish to express thanks to all those  
who contributed to the  
development of this Compact.

## FURTHER INFORMATION

This Compact is for all the communities within the Borough of Walsall. It will be available in summary form by request and in an audio tape format from Walsall Borough Strategic Partnership, Challenge Building, Hatherton Road, WALSALL, WS1 1YB (01922 654708) and in our communities' languages, including Braille and available through Al-ta'i Linguistic Support Ltd (0121 313 3777). This document is also available to view in an enlarged format on Walsall Borough Strategic Partnership's website [www.walsall.gov.uk/wbsp](http://www.walsall.gov.uk/wbsp)

For any other information contact Walsall Voluntary Action 01922 619840 or email [reception@walsallva.org.uk](mailto:reception@walsallva.org.uk)



Walsall Local Compact began with a vision of better working relationships and over the years has progressed and developed, this will continue as new partners sign up to it.

By following the codes of practice when working together, good practice will become common practice.