

# Kensington and Chelsea Compact

---

2015/16

An agreement for working together in partnership  
for the public, voluntary and community sectors

<http://www.rbkc.gov.uk/compact>

## **Foreword from Cllr Paget-Brown [DRAFT]**



**Foreword still to be finalised.**

**Cllr Paget-Brown,  
Leader of the Royal Borough of Kensington and Chelsea**

# Introduction to the Compact

## What is the Compact?

The Kensington and Chelsea Compact exists to strengthen working relations between the public, voluntary and community sectors. It contains a set of principles and standards which guide these relationships. It is not a legally binding document and does not replace existing legislative requirements or procurement law. The Compact lays the foundation for a positive experience when working in partnership across sectors.

## Who is the Compact for?

Kensington and Chelsea contains one of the most diverse populations in London. The Compact aims to provide a framework for ensuring good practice for those organisations involved in providing services for local residents from all communities. The Compact is relevant to all voluntary and community groups working in the Royal Borough, not just those funded by the local public sector. The national and local Compacts should be used together to plan and deliver services to local residents.

## How does the Compact help?

The Compact is designed to support and provide guidance to all sectors on how they work together and deliver services. There are a number of direct benefits to the Compact, including:

- providing an additional and independent forum for dealing with issues and grievances between the voluntary, community and public sectors
- highlighting some specific rights and responsibilities of both sectors in delivering services
- setting out best practice in consulting with, and representing, the voluntary sector

Breaches of the Compact can be raised following the process described in this document and the various agencies involved will endeavour to resolve the issue.

# Shared principles of the Compact

The principles contained in the Kensington and Chelsea Compact provide a framework for working together, whilst recognising and respecting the different roles of the organisations involved. The Compact recognises the continuing importance of the public, voluntary and community sectors working together in order to contribute to local strategies and priorities, enabling the best use of all the resources available in the Royal Borough. The commitments detailed within the Compact are all governed by the shared principles which underpin a way of working that can bring positive outcomes for all.

The shared principles of the Kensington and Chelsea Compact are:

- **Working in partnership**

Both sectors understand the importance of working well with each other, as well as within sectors, to ensure a coordinated approach to planning and service delivery which ultimately aims to improve the lives of local people and communities.

- **Social Value**

The economic, social or environmental benefits of a service are considered by the public sector as part of the commissioning and procurement process. The voluntary sector consider and identify the social value they can bring as part of any bid.

- **Diversity and equality**

Both sectors value the diversity of communities that live and work in Kensington and Chelsea, recognising the need to ensure that equality is at the heart of service planning and delivery. Both sectors also recognise the value of all voluntary and community organisations which support the residents of Kensington and Chelsea, not just those organisations based in the Royal Borough or funded by the public sector.

- **Independence**

The independence of the voluntary and community sector is recognised and the sector has the right to lobby and campaign (within the law) on behalf of its beneficiaries, without fear of compromising relationships with the public sector.

- **Volunteering**

People commit their time to volunteering, which contributes to vibrant local communities. Both sectors recognise the social and economic value of volunteering and seek to encourage it.

# The Compact: Commitments

The following commitments are expected from the public, voluntary and community sectors in order to fulfil the requirements of the Kensington and Chelsea Compact.

## 1) Working in partnership

Effective partnership working between sectors will lead to greater understanding of the needs of the community and better services for all.

### Undertakings by the public sector:

- 1) To respect the independence of the voluntary and community sector, including their right to campaign on issues that affect their beneficiaries, regardless of any financial or other relationship with the public sector.
- 2) To recognise that voluntary and community sector organisations attract significant funding to the Royal Borough, and to ensure that relationships with the sector support the ability of organisations to raise these additional resources.
- 3) To support the role of infrastructure organisations in helping frontline voluntary and community organisations to engage effectively with the public sector.
- 4) To **engage** with the voluntary and community sector at the earliest possible stage when planning and developing policies, programmes and services that affect their areas of work.
- 5) To give early notice of forthcoming consultations (where possible), allowing enough time for organisations to engage their service users, beneficiaries, members, volunteers and trustees **and to state clearly and in a timely manner how the results of a consultation will be used to inform decision making or policy development.**
- 6) To encourage different methods of consultation and community engagement to ensure that processes are accessible to all. **A sufficient time to respond to a written consultation should be provided, with a 12 week period recommended when significant changes are being proposed.**
- 7) **To provide voluntary organisations and their users with the opportunity to be involved in influencing the way that services are designed, commissioned and delivered, where possible. Public sector services should be transparent and work collaboratively whenever possible.**
- 8) To share information on the challenges faced by the public sector to voluntary organisations.

## Undertakings by the voluntary and community sector:

- 1) To remain focused on their charitable aims and objectives, regardless of any financial or other relationship with the public sector.
- 2) To campaign and advocate responsibly, based on robust evidence.
- 3) To promote consultation and community engagement and actively seek the views of service users, beneficiaries, members, volunteers and trustees. Where appropriate, to provide a channel for the views of residents.
- 4) To ensure that the views expressed as a result of involvement are conveyed accurately, giving feedback to the community they serve on the outcome of the consultation.
- 5) To participate in joint working groups and partnerships where they are of relevance to the organisation and its beneficiaries, where resources allow.
- 6) To support service users to be involved in influencing the way that statutory services are designed, commissioned and delivered where appropriate and where resources allow.
- 7) To recognise the challenges that face the public sector and the importance of value for money.

## 2) Well managed programmes and services

Openness, transparency and value for money are vital to delivering effective services to the community, particularly under challenging economic climates.

### Undertakings by the public sector:

- 1) To develop funding relationships that are in keeping with principles held by voluntary and community organisations, and which promote value for money.
- 2) To provide fair, open and transparent funding processes where sources of funding are widely publicised. Where appropriate, support may be given to those organisations which are under-represented in any application process.
- 3) To design the application or tendering process so that it will be advertised for a sufficient period, to give applicants the opportunity to formulate their highest quality bid. To recognise that bids where partnership working is recommended require a longer application period.
- 4) To take into account wider community benefits, or social value, during service design, when carrying out the commissioning cycle, and when assessing applications for funding.
- 5) To consider a variety of funding and other support including commissioning, contracts, grants, training, use of premises or other in-kind help. To provide a clear rationale for the decision.
- 6) To establish well managed application and tendering processes, proportionate to the desired objectives and outcomes of programmes.
- 7) In recognition of the time and resources voluntary organisations spend on tenders/funding applications, to keep applicants informed of any deviation from the advertised timescale for the funding programme or commissioning process.
- 8) To explain decisions clearly, giving specific reference to legislation or other guidance where relevant. Where possible, give clear and constructive feedback to unsuccessful applicants.
- 9) To make payments in advance of expenditure, unless exceptional circumstances apply.

- 8) To recognise that it is appropriate for the voluntary and community sector to include relevant overheads and administrative costs when applying for grants; to accept the recovery of costs associated with volunteering; and to agree how under-spend will be managed
- 9) To discuss and agree with the voluntary and community sector how outcomes, including value for money and social value, will be monitored before a contract or funding agreement is signed.
- 10) To ensure that monitoring and reporting is proportionate to the nature of the work and value of the contract or agreement.
- 11) If an organisation is encountering problems, to discuss and agree a timetable of actions to improve performance, before taking a decision to withdraw funding.
- 12) Where there are restrictions or changes to funding programmes, to discuss with the voluntary and community sector the potential implications as early as possible and assess the impact of such a change before taking a final decision.
- 13) To assess the impact on beneficiaries, service users and volunteers before deciding to reduce or end a funding relationship or other support. To give a minimum of three months' notice in writing (**unless otherwise mutually agreed**) when this occurs, providing a clear rationale for why the decision was taken.
- 14) To **support** the voluntary and community sector in developing opportunities **for working collaboratively with other organisations for the purpose of sharing services and minimising their costs.**

Undertakings by the voluntary and community sector:

- 1) **To work towards (and maintain) an appropriate quality assurance system to enable good governance and to manage risk associated with service delivery.**
- 2) **To be responsible for ensuring that the funded activities are run as efficiently as possible.** To recognise the statutory obligations of the public sector, particularly with regard to public funds and the need to ensure value for money.
- 3) To recognise that monitoring, whether internal or external, is an aspect of good practice.
- 4) To comply with reporting requirements around grants and contracts, being open and transparent about reporting. **To understand that failure to comply with these requirements could affect future funding opportunities.**
- 5) To ensure the organisation complies with all relevant legislation and regulations, and works within its governing instrument.
- 6) To ensure eligibility for funding and finance agreements before applying and to be explicit about how it will deliver outcomes.
- 7) To carry out robust risk assessments regarding pre-engagement checks (including **DBS** checks) for trustees, volunteers, staff and visitors to the premises, where appropriate.
- 8) To establish policies and procedures that ensure financial probity.
- 9) **To recognise the potential value of diversifying income and embracing new models of delivery including collaborative working**
- 10) If requested, to give public recognition of a funder's contribution.
- 11) **To adhere to the terms and conditions outlined in its funding agreement/contract, and inform the funder as early as possible if any aspect of the terms and conditions of the grant or contract are at risk of not being adhered to or any significant changes that could affect service delivery.**
- 12) To contribute to reviews of programmes and funding practice.
- 13) To recognise that funding may end as priorities change, or if outcomes are not delivered. To analyse risk and to plan in good time to reduce any potential negative impact on both beneficiaries and the organisation.

### **3) An equal and fair society**

A good working relationship between the public, voluntary and community sectors is important to address inequality and disadvantage, and to demonstrate a commitment to building an equal and fair society.

#### **Undertakings by the public sector:**

- 1) To recognise the diversity of the local community and, taking into account other priorities, work to ensure that its services are culturally sensitive and meet the specific needs of disadvantaged and under-represented groups.**
- 2) To work with the voluntary and community sector in order to improve understanding of the issues affecting disadvantaged and under-represented groups in order to improve access to services and service delivery.**
- 3) To be aware of, and utilise, existing infrastructure support organisations, networks, partnerships and forums where organisations representing disadvantaged and under-represented groups can raise their concerns and give their views for consultations, including on specific equality issues. Provide additional resources for groups to do this where possible.**
- 4) To implement effective quality monitoring systems and use monitoring data to inform the design of services and monitor uptake of services.**
- 5) To provide assistance with identifying affordable office space with multi-functional use for small community groups.**
- 6) To ensure that funding regimes and processes do not unfairly exclude disadvantaged or under-represented groups. To provide appropriate capacity building support to groups, sometimes in partnership with local infrastructure organisations, where possible.**

#### **Undertakings by the voluntary and community sector:**

- 1) To work in partnership to ensure the delivery of high quality services that meet the needs of disadvantaged and other under-represented groups.**
- 2) To work in partnership to identify demographic trends and monitor the changing needs of disadvantaged and under-represented groups. To offer solutions in response to those needs.**
- 3) To implement effective quality monitoring systems and use monitoring data to inform the design of services and to monitor uptake of services.**
- 4) Unless targeted at a specific group, to work to ensure that services are accessible to all sections of the community.**
- 5) Within resources available, to strive to take part in consultations in order to inform and present community views to government, local public bodies and other appropriate partners.**



#### **4) Volunteering**

**Volunteers are valued for the support, expertise and innovation they provide to any organisation, enhancing impact and adding value.**

##### **Undertakings by the public sector**

- 1) To recognise the contribution that volunteers make to society and actively encourage volunteering.**
- 2) To explore, develop and promote volunteering opportunities within the public sector.**
- 3) To work with the voluntary and community sector to ensure that volunteering is accessible to all.**

##### **Undertakings by the voluntary and community sector**

- 1) To treat volunteers fairly and provide training, supervision, support and a clear definition of roles and responsibilities. To assist volunteers to access skills development opportunities.**
- 2) To adhere to good practice guidelines for managing volunteers.**

Picture—voluntary sector

Picture—voluntary sector

## **Implementing the Compact and review arrangements**

**The Compact is reviewed regularly and in response to changing need, legislation and policies current in the Royal Borough.**

**The implementation and promotion of the Kensington and Chelsea Compact is overseen by the Compact Implementation Group (CIG), bringing together representatives from both sectors. The group is chaired jointly by the Kensington and Chelsea Social Council and Royal Borough's Community Engagement Team.**

**To assist in monitoring the progress of implementation and ensure continuous improvement, regular reports are made to appropriate strategic groups and forums including the Borough Voluntary Organisations Advisory Group.**

**On occasion, it may be necessary for a partner to identify that the Compact has been 'breached'. The complaints procedure is as follows:**

### **For the public sector:**

**If a breach of the Compact by a statutory organisation cannot be resolved informally, the following procedure is in place to deal with the breach formally:**

- 1. Contact Kensington and Chelsea Social Council (KCSC) to explain the details of the breach and seek advice.**
- 2. KCSC will raise the matter with the CIG and a way forward will be agreed.**
- 3. Representatives of the CIG will approach the statutory organisation concerned to try and resolve the issue on behalf of the voluntary or community group.**
- 4. If an agreement cannot be reached, the issue will be taken to the Borough Voluntary Organisations Advisory Group for consideration.**
- 5. The final stage of the process is for an independent arbiter to review the complaint and to make a final decision and any recommendation.**

### **For the voluntary and community sector:**

**If a breach of the Compact by a voluntary or community organisation cannot be resolved informally, the following procedure is in place to deal with the breach formally:**

- 1. Contact the Trustees of the organisation to raise the issue.**
- 2. If an agreement cannot be reached, contact the Royal Borough's Community Engagement Team who can raise the issue with the CIG for consideration by the Borough Voluntary Organisations Advisory Group.**
- 3. The final stage of the process is for an independent arbiter to review the complaint and to make a final decision and any recommendation.**

**Further information and contact details content of this local agreement, or to sign up your own organisation to the principles and undertakings set out in this document, please contact:**

**For the public sector:**

**Royal Borough of Kensington and Chelsea  
Community Engagement Team  
Kensington Town Hall  
Hornton Street  
London W8 7NX**

Picture—voluntary sector

**T: 020 7598 4633**

**W: [www.rbkc.gov.uk](http://www.rbkc.gov.uk)**

**E: [compact@rbkc.gov.uk](mailto:compact@rbkc.gov.uk)**

**For the voluntary and community sector:**

**Kensington & Chelsea Social Council  
London Lighthouse  
111 to 117 Lancaster Road  
London W11 1QT**

Picture—voluntary sector

**T: 020 7243 9800**

**W: [www.kcsc.org.uk](http://www.kcsc.org.uk)**

**E: [info@kcsc.org.uk](mailto:info@kcsc.org.uk)**