



Kensington and Chelsea **Compact**

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

Foreword



Kensington and Chelsea is justly proud of its history of working in partnership for the benefit of all residents. However successful we are, there is a need to lay down solid foundations as to how we should work together and have these agreed by all partners.

Since the launch of the first national Compact in 1998, the voluntary and community sector's relationship with public bodies has become ever more complex.

Our local Compact is the result of the hard work and commitment which brought together the Council, NHS Kensington and Chelsea and voluntary and community sector to set out clear principles to enable successful relationships.

Partnerships play an increasingly important part in ensuring that we continue to provide really good services to the residents of Kensington and Chelsea. This renewed agreement between the public, voluntary and community sector assists us in continuing our efforts in achieving this.

A handwritten signature in blue ink, appearing to read 'Merrick Cockell'.

Cllr Sir Merrick Cockell

*Leader of the Royal Borough of Kensington and Chelsea
Chairman of the Kensington and Chelsea Partnership*

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.

The Compact lays the foundation for a positive experience when working in partnership across sectors. It is not a legally binding document and does not replace existing legislative requirements or procurement law. It is built on mutual trust and respect.

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. When referring to the voluntary and community sector, this description encompasses wider civil society organisations including: social enterprises, employee-led mutuals, housing associations, industrial and provident co-operatives and community interest companies.

Public or statutory partners within the Compact refer to the Royal Borough of Kensington and Chelsea, NHS Kensington and Chelsea and relevant hospital trusts.

Both the national and local Compacts should be used as partners 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.**



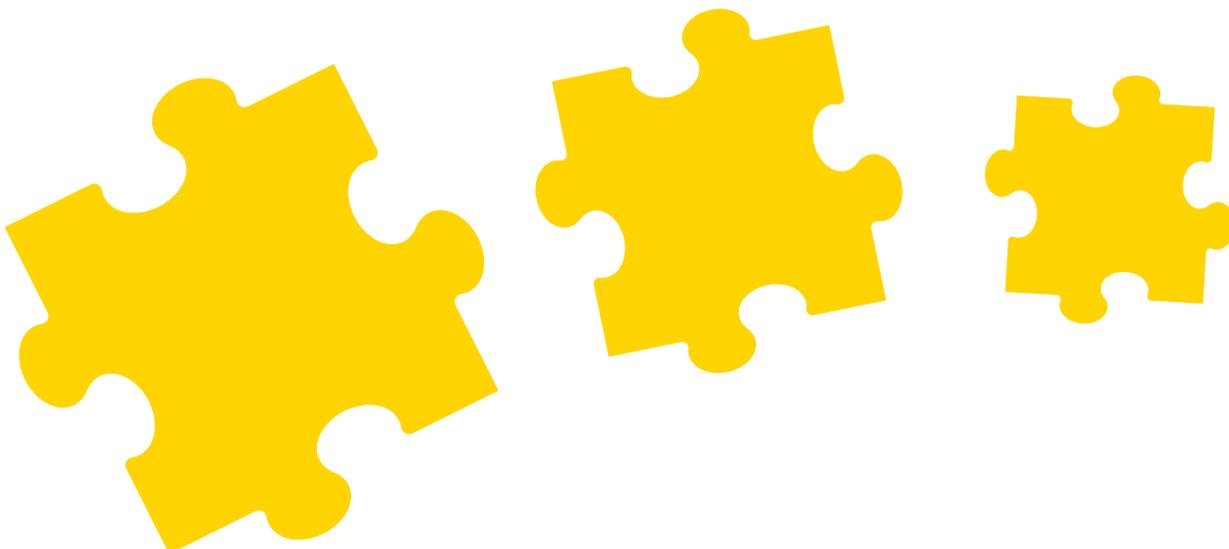
Shared principles of the Compact

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.
- **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 should 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

This section recognises that 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 consult 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. To give early notice of forthcoming consultations (where possible), allowing enough time for organisations to engage their service users, beneficiaries, members, volunteers and trustees.
- 5) To encourage different methods of consultation and community engagement to ensure that processes are accessible to all. The minimum time period allowed for organisations to respond to written consultations should be 12 weeks, wherever possible. A shorter timescale is acceptable when circumstances dictate. To ensure timely feedback to groups and individuals that participate in consultations.
- 6) To recognise the contribution that volunteers make to society and actively encourage volunteering.
- 7) To involve the voluntary and community sector in relevant consultations regarding Tri-Borough arrangements.



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 and where resources allow.

2) Well managed programmes and services

This section recognises that openness, transparency and value for money are vital to delivering effective services to the community.

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, and to ensure equal access by all voluntary and community organisations. Where appropriate, support may be given to those organisations which are under-represented in any application process.
- 3) 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.
- 4) To establish well managed application and tendering processes, proportionate to the desired objectives and outcomes of programmes.
- 5) To explain decisions clearly, giving specific reference to legislation or other guidance where relevant.
- 6) To make payments in advance of expenditure, unless exceptional circumstances apply.
- 7) 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.

- 8) 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.
- 9) To ensure that monitoring and reporting is proportionate to the nature of the work and value of the contract or agreement.
- 10) If an organisation is encountering problems, to discuss and agree a timetable of actions to improve performance before taking a decision to withdraw funding.
- 11) To assess the impact on beneficiaries, service users and volunteers before deciding to reduce or end 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 before taking a final decision.
- 13) To give a minimum of three months' notice in writing when changing or ending a funding relationship or other support, and to provide a clear rationale for why the decision was taken.
- 14) To explore, develop and promote volunteering opportunities within the public sector.
- 15) To involve the voluntary and community sector in developing opportunities for cross-borough working and service delivery.

Undertakings by the voluntary and community sector:

- 1) To work towards (and maintain) an appropriate quality assurance system to enable good governance and effective, safe service delivery.
- 2) To recognise the statutory obligations of the public sector, particularly with regard to public funds and the need to ensure value for money. To comply with reporting requirements around grants and contracts.
- 3) To ensure the organisation complies with all relevant legislation and regulations, and works within its governing instrument.
- 4) To ensure eligibility for funding and finance agreements before applying and to be explicit about how it will deliver outcomes.
- 5) To develop robust governance arrangements so that organisations are able to manage risk associated with service delivery.
- 6) To carry out robust risk assessments regarding pre-engagement checks (including CRB checks) for trustees, volunteers, staff and visitors to the premises, where appropriate.
- 7) To establish policies and procedures that ensure financial probity.
- 8) If requested, to give public recognition of a funder's contribution.
- 9) To be open and transparent about reporting, recognising that monitoring, whether internal or external, is an aspect of good practice.



- 10) To contribute positively to reviews of programmes and funding practice.
- 11) To give early notice to funders of significant changes in the organisation that could affect service delivery
- 12) 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.
- 13) 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.

3) An equal and fair society

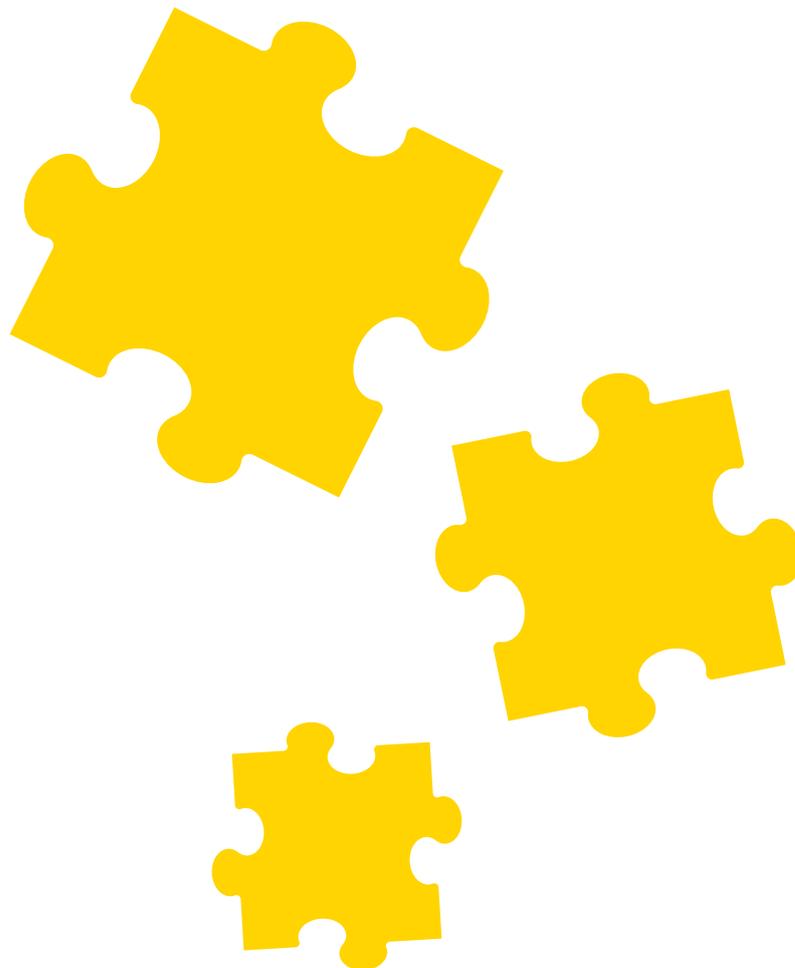
This section recognises the importance of a good working relationship between the public, voluntary and community sectors to address inequality and disadvantage, and to demonstrate a commitment to building an equal and fair society.

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 and forums where organisations representing disadvantaged and under-represented groups can raise their concerns and give their views on service priorities.
- 4) To utilise existing forums and partnerships as a means of consulting and engaging with the voluntary and community sector on specific equality issues. Where possible, to provide appropriate resources to facilitate effective consultation and engagement.
- 5) To implement effective quality monitoring systems and use monitoring data to inform the design of services and monitor uptake of services.
- 6) To provide appropriate capacity building support to disadvantaged or other under-represented groups and small community organisations, sometimes in partnership with second tier organisations.
- 7) To provide assistance with identifying affordable office space with multi-functional use for small community groups.
- 8) To ensure that funding regimes and processes do not unfairly exclude disadvantaged or under-represented groups.
- 9) 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 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.



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

To find out more about the Kensington and Chelsea Compact, to ask questions about the 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
Town Hall
Hornton Street
London W8 7NX

T: **020 7598 4633**
W: **www.rbkc.gov.uk**
E: **compact@rbkc.gov.uk**

For the voluntary and community sector:

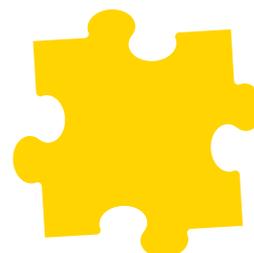
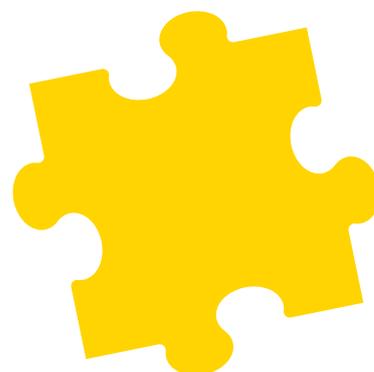
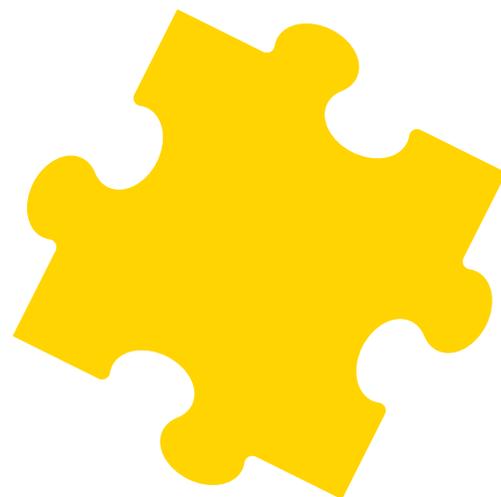
Kensington and Chelsea Social Council
London Lighthouse
111 to 117 Lancaster Road
London W11 1QT

T: **020 7243 9800**
W: **www.kcsc.org.uk**
E: **info@kcsc.org.uk**

Joint Chairman of the Compact Implementation Group:

Mary Gardiner, Chief Executive
Kensington and Chelsea Social Council
E: **mary@kcsc.org.uk**

Stephen Morgan, Head of Community Engagement Team
Royal Borough of Kensington and Chelsea
E: **stephen.morgan@rbkc.gov.uk**



English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

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Community Engagement Team
Town Hall, Hornton Street, London W8 7NX

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