



# The Shetland Compact



Shetland Islands Council





## Contents

---

Foreword .....	page 3
Introduction .....	page 4
Vision .....	page 5
Shared Principles .....	page 6
Public Sector Commitments .....	page 8
Commitments by the Voluntary Sector .....	page 10
Points for inclusion in the Implementation Strategy Action Plan .....	page 12
Glossary .....	page 15
Compact Partners .....	page 16





## Foreword

---

The Community Planning Partnership is pleased to support the development and launch of The Shetland Compact. Shetland has a long history of community activity and volunteering, always featuring as one of the highest achieving communities for volunteering activity per head of population in Scotland.


This Shetland Compact sets out shared principles, joint undertakings and commitments to improve the working relationships between the public, voluntary and community sectors in Shetland. It will provide a platform for improved co-operation, understanding and respect. It is designed to clearly state what each party can expect from each other which can be summarised as a shared commitment to build mutual trust, confidence and an appreciation of the roles and contribution of public, voluntary and community sector bodies for the benefit of Shetland.

The Shetland Compact is seen as a driving mechanism to assist the Community Planning Partnership to create and sustain strong links with voluntary and community sector where it will offer the opportunity to develop coherent consistent approaches to consultation, participation and service delivery locally.

The Community Planning Partnership looks forward to a long, productive and equal partnership with all agencies and communities so that the Community Planning Partnership may develop positive responses to the needs of the Shetland Community. The Council is particularly keen to encourage the development of the voluntary sector and to use the Compact as a key tool in developing that relationship. Together we will respond to the challenges facing Shetland and work together to achieve a shared vision.

The Shetland Compact supports the National Compact, which was endorsed by the Scottish Parliament in November 1999.

Appreciation is due to the Compact Working Group Members for the vision, support and development of this Compact.

  
Convenor, Sandy Cluness  
Chair of the Community Planning Partnership

Leslie Angus  
Chair of SCSS  


March 2009





## Introduction

---

This Shetland Compact sets out shared principles, joint undertakings and commitments to improve the working relationships between the public, voluntary and community sectors in Shetland. It will provide a platform for improved co-operation, understanding and respect. It is designed to clearly state what each party can expect from each other which can be summarised as a shared commitment to build mutual trust, confidence and an appreciation of the roles and contribution of public, voluntary and community sector bodies for the benefit of Shetland.



## Vision

---

***To achieve a culture of mutual understanding, trust and confidence that enables public, voluntary and community sectors across Shetland to find effective ways of working co-operatively towards the achievement of outcomes and activities that will improve the quality of life of the local communities of Shetland.***

From this key aim, the following underlying shared principles provide the foundation of the Compact.





## Shared Principles

---

### ➤ Partnership

- We believe that by working together and with others we will achieve more for the communities of Shetland.
- We believe that in working more closely together the public, voluntary and community sectors can achieve their own aims and contribute towards achieving common aims and objectives.
- We believe that voluntary action and community involvement are vital components of a democratic society and promotes social inclusion.
- We believe that a diverse voluntary sector is fundamental to a community, the well being of the people of Shetland and to which it can make a unique contribution.
- We agree that genuine partnerships require integrity, objectivity, understanding, accountability, honesty and close working with the recognition of the equal value of every partnership.

### ➤ Consultation

- We agree that clear, open and accessible consultation improves policy development, builds relationships and enhances the design and delivery of services and programmes. We agree time and resources will be allocated to this where appropriate.

### ➤ Equal Opportunities

- We are committed to promoting equal opportunities for everyone.
- Our policies will provide best practice and equal rights in employment, involvement of volunteers, activities and service delivery.



## ➤ **Resources**

- We recognise that the public sector holds specific statutory responsibilities.
- We are committed to recognising the importance of continuity and consistency in planning and provision of services.

## ➤ **Joint Undertakings**

- We will be open, honest and truthful in all our dealings with each other.
- We will foster the partnership between the public, voluntary and community sectors so that we engage genuinely, meaningfully and democratically with all people in society.
- We will keep each other informed of those matters that are important to meeting our common aims and objectives.
- We will work together to meet the present and future needs of those who live and work in Shetland.
- We will agree ways to measure and review the impact of our work towards our common objectives and then share this information, including the lessons learned, as widely as possible.
- We will recognise the important role and contribution of all voluntary and community groups including those that do not receive statutory funding and will ensure that there are opportunities for them to be included in the Compact.
- We will make sure that our staff and volunteers are equipped to do their tasks, working with other agencies where appropriate to achieve this. This includes recruiting the right people, providing them with training, and developing and managing them appropriately.
- We will work together to promote and develop the social economy across Shetland.



## Public Sector Commitments

---

### Consultation

- We will ensure the voluntary and community sector is given the opportunity to participate in the development of policy and strategic planning in relation to their areas of interest and responsibility.
- We will make sure that the voluntary and community sector is appropriately represented on public bodies, working groups, management and planning boards.
- We will, wherever possible, manage consultation in such a way that it minimises any inconvenience to the voluntary sector groups.
- We will allow reasonable time for consultation so that service users and other people who also benefit from services can be included. We will ensure that the needs of vulnerable and disadvantaged groups are positively taken into account, including consultation with organisations representing those groups.
- We aim for openness and transparency in our dealings with voluntary and community organisations recognising the need for clear language and avoidance of jargon.

### Funding and other resources

- We will be consistent in the way we manage funding arrangements, monitoring, evaluation and quality assurance, as far as possible within our respective legal and financial constraints.
- We will provide non-financial support, which may include advice and opportunities for training to voluntary and community organisations.



## Independence and Campaigning

- We recognise that voluntary and community organisations are independent and have the right to manage their own affairs.
- We recognise and respect the independence of the voluntary and community sectors and their lawful campaigning and challenging role irrespective of any funding relationship that might exist.
- We aim to monitor and feedback on policy developments for implications for the voluntary and community sector.
- We will respond flexibly and sensitively towards each other and respect confidentiality.
- We aim for openness and transparency in our dealings with voluntary and community organisations recognising the need for clear language and avoidance of jargon.

## Other obligations

- We will comply with recognised codes of practice when involving volunteers within our services.
- We will work closely with the voluntary and community sector to enhance the delivery of our statutory obligations and other services where appropriate.
- We will meet our legal, reporting and accounting obligations as funders, planners and service providers.



## Commitments by the Voluntary Sector

---

### Consultation

- We will represent the views of local people and our national bodies where appropriate, at planning, management, monitoring and evaluating groups.
- We will gather the views of local people about services and any issues they have in meeting their needs, and pass these views on to service providers.
- We will facilitate consultation by the public sector and, resources allowing, aim to make sure that consultation reaches all the people that need to be included.
- We will make sure that the needs of vulnerable and disadvantaged people and groups are positively taken into account and provided for.

### Accountability and Transparency

- We will maintain high standards of governance, conduct, accountability and openness.
- We will meet our legal, reporting and accounting obligations to funders and to service users.



## Equal Opportunities

- We will involve service users and other stakeholders in the development and management of services.
- We will avoid using jargon and encourage the public sector to use plain English.

## Independence and Campaigning

- The voluntary and community sector comprises numerous individual organisations each with their own aims and objectives that they will wish to promote. Although recognition of this diversity is essential, it is important also to note that the interests of the sector are represented by Shetland Council of Social Service and the Voluntary and Independent Sector Partnership. These umbrella bodies aim to speak for all. In addition voluntary and community organisations agree to work for the common good of their client group.
- We will respond flexibly and sensitively towards each other and respect confidentiality.



# Points of inclusion in the Implementation Strategy Action Plan

---

## 1. Developing more inclusive policy and decision making

Our programme of work will be focused on action to promote and support the role of the voluntary and community sector in policy and decision making in Shetland.

Key actions include:

- improving the planning and delivery of services.
- a comprehensive profiling of the voluntary and community sector.
- developing a new communications network for information dissemination.

## 2. Improving the planning and delivery of services

We will focus on improving the planning and delivery of services by taking forward actions to:

- develop approaches to maximise the involvement of the voluntary and community sector in service planning and delivery.
- contribute to the development of sharing of information through the data sharing partnership.

## 3. Addressing funding and resource issues

A Shetland-wide joint funding strategy for the voluntary and community sector will be developed. This will include:

- information sharing on new funding streams.
- clear guidelines on the provision of three year funding.
- a reserves policy.



#### 4. **Facilitating improved voluntary and community engagement**

Improving the engagement of the wider voluntary and community sector and citizens requires joint action between the public agencies and the voluntary and community sector. Key actions to take this forward include:

- linking the composition and operation of voluntary and community sector forums more closely to the Compact and participation in community planning.
- developing a Shetland-wide strategy for volunteering including supported volunteering.

#### 5. **Building capacity and mutual understanding**

The Compact requires cultural change in both sectors. This will be taken forward through joint initiatives in the following areas:

- joint planning and delivery of Shetland's Single Outcome Agreement.
- information sharing of possible funding streams.
- training initiatives and joint working arrangements.
- development of a Code of Practice for dispute and arbitration.
- joint planning and delivery of services.



## 6. Monitoring & Evaluation

It is essential that the Compact is implemented fully and effectively. To do this a number of actions need to be taken forward to establish the structures and mechanisms required. Key actions include:

- Establishing the Compact sub-group.
- Developing a communications strategy aimed at increasing awareness and understanding of the Compact across all sectors.
- Developing an outcome monitoring framework for the Compact.
- Production of a three year action plan reporting on progress to the Shetland Community Planning Partnership.
- Establishing a framework to monitor and evaluate its operations jointly with the sector on an annual basis.
- Promoting the spirit and principles of the Compact throughout all partner organisations and associated bodies.
- Ensuring all partner organisations demonstrate full accountability in implementing, monitoring and evaluating the Compact.
- Reporting regularly on progress in meeting the agreed objectives of the Compact.
- Publicising to the sector the principles and understandings embodied in the Compact.
- Promoting and championing practices which are consistent with the Compact to voluntary organisations, community groups and volunteering activities.
- Putting in place systems to monitor the implementation and operation of the Compact.
- Making available information and work undertaken by the voluntary sector to assist in quantifying the impact of service delivery and strategy implementation and to assess performance.



# Glossary

---

## Public Sector

NHS, Council, Highlands & Islands Enterprise (HIE)

## Voluntary and Community Sector

Companies Ltd by Guarantee, Trusts, Social Enterprises, Voluntary Organisations, Charities





## Compact Partners



Shetland Council of Social Service  
Market House  
14 Market Street  
Lerwick  
Shetland, ZE1 0JP

01595 743900



Shetland Islands  
Council

Shetland Islands Council  
Executive Services Department  
Town Hall  
Hillhead  
Lerwick  
Shetland, ZE1 0HB

01595 744511



Shetland Health Board  
Brevik House  
South Road  
Lerwick  
Shetland, ZE1 0TG

01595 743060



Highlands & Islands Enterprise  
North Ness  
Lerwick  
Shetland

01595 693177



VISP  
Support Worker  
SCSS  
Market House  
14 Market Street  
Lerwick, Shetland  
ZE1 0JP

01595 743905

