


The Compact as a tool for improving quality

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Workshop Overview

1. An interactive introduction to the Compact
 2. A perspective from Derby Compact – how statutory sector Compact commitments promote quality in third sector service delivery
 3. Results of recent research into how the Compact links to quality standards
 4. Discussion
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What is the Compact?

The Compact and Codes shape the relationship between Government and the Voluntary sector




Who does the Compact apply to?

- Central Government Departments
 - Non Departmental Public Bodies and Government Agencies (*e.g. Primary Care Trusts, Big Lottery Fund, Regional Development Agencies*)
 - Local Authorities sign up to Local Compacts
 - Third sector organisations
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Examples of Public Sector Compact Undertakings


- Supporting third sector independence
 - Effective consultation
 - Long term funding
 - Proportionate monitoring and reporting
 - Full cost recovery
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Examples of Third Sector Compact Undertakings

- Good financial management
 - Contribution to programme design
 - Services addressing local priorities
 - Participation in government consultation
 - Effective monitoring
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Who is involved in the Compact?


Compact Voice
Representative body for the interests of the voluntary and community sector in all matters related to the Compact



Commission for the Compact
An independent body to oversee the operation of the Compact



Office of the Third Sector
Representative body for the interests of the government in all matters related to the Compact



The National Compact and Codes of Practice

Regional Compacts

LOCAL COMPACTS



The Future of the Compact

- The 'Compact Refresh' is currently underway
- Potential for investigative powers for the Commission for the Compact




How Statutory Sector Compact commitments promote quality in Third Sector service delivery

Katy Wing, Voluntary and Community Sector Partnerships Manager, Derby City Council



Overview

- A good partnership approach promotes quality services!
 - Derby Compact Mission
 - Commissioning for outcomes
 - Volunteering Code of Practice
 - Personalisation & quality
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Derby Compact Mission

“The Derby Compact is a commitment to open, transparent and fair working practices between statutory and voluntary and community sector partners. Its aim is to improve relationships, communication, participation and services to create a better Derby.”

Better communication and participation leads to better quality services!

Working together in partnership to improve quality



Commissioning for outcomes

Consultation and policy appraisal: Third Sector participation in planning is a mechanism for improving service design


Funding and Procurement Code: setting procurement criteria that capture:

- Quality (not just cost)
- ‘Added’ / ‘full’ value - e.g. user-led, flexible, responsive services, reaching marginalised groups
- Encourage innovation


Full Cost Recovery, multi-year funding, payment in advance, risk sharing - improved sustainability leads to improved quality

Monitoring – less bureaucracy / developing proportionate outcome measures

Volunteering Code of Practice


- Compact commitment - good practice in involving and managing volunteers
 - A statutory as well as a VCS commitment
 - Building social capital; civil renewal
 - Encouraging self-help / peer support, e.g. for older and disabled people – PIRAMID project
 - Route into employment (priority n'hoods and groups, e.g. MH, LD, young people, offenders)
 - Compact principle: volunteers shouldn't replace paid roles
 - Appropriately trained and supported volunteers support quality services - e.g. befriending; advocacy
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Personalisation & Quality

- Personalisation – shift in power away from commissioners and providers to service users
 - Choice and control - self-directed support
 - Less block contracting - funding follows the individual - personal / individual budgets, direct payments - personal health budgets
 - ‘Quality’ defined more by service users, who choose the services which deliver the outcomes they want, less by commissioners.
 - Role of quality assurance systems to empower service user choice
 - Role of Compact in supporting statutory and third sector partners to work together to transform H&SC services
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Mapping the Compact and Quality Standards

Research rationale and methodology:

- The Compact undertakings for third sector organisations seem to be similar to the content of quality standards. Are they really that similar?
 - Institute of Voluntary Action Research (IVAR) conducted a mapping study
 - A degree of fit scale was used to assess the relationship between the Compact and the standards
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Mapping the Compact and Quality Standards

The quality standards we mapped:

- ACRE Good Practice Quality Standard
 - Hallmarks of an Effective Charity
 - Investing in Volunteers Standard
 - Investors in People Standard
 - NAVCA Quality Award
 - PQASSO
 - Quality First
 - VISIBLE
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Mapping the Compact and Quality Standards

Research findings:

- 75% of the Compact undertakings scored between 2 and 4 on the 'degree of fit' scale.
 - There was a similar degree of fit between each of the four themes in the Compact and the quality standards
 - The Compact is complementary to third sector quality standards
 - Language is an important issue
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Example of link between the Compact and quality standards

Compact: “Ensure services are addressing local priorities”

PQASSO: “Services and activities are based on the identified needs of the organisation’s users”

NAVCA: “The organisation pro-actively identifies needs in the local community and facilitates improvement in service provision to meet those needs”



Mapping the Compact and Quality Standards

Shared Principles:


1. Inclusiveness
 2. Equity
 3. Efficiency
 4. Improvement
 5. Transparency
 6. Accountability
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The Compact and Quality Standards

What do the research findings mean in practice?

- The Compact is not a quality standard – but it complements them
- The Compact is nothing new – most third sector organisations will be meeting it already
- If third sector organisations can demonstrate they are meeting the Compact, it should lead to better partnership relationships with funders, and consequently better quality.

Questions for discussion

- What experiences do you have of effective partnership leading to improved quality?
 - What can we do to make the Compact a more useful tool for improving quality?
 - What can the statutory sector do to help the third sector improve its quality?
 - What do you think of the shared principles identified in the research?
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Commission for the Compact

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