

## SOA and Compact Regional Consultation Events Detailed Feedback

### Session 1 - Single Outcome Agreement Mapping

- 175 third sector organisations participated in the SOA mapping across all five events
- All 15 national and 53 local outcomes were contributed to by at least one third sector organisation
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The diversity of the organisations attending the events is reflected by the national and local outcomes contributed to the most:

#### *National outcomes*

Over half of third sector organisations indicated that they contributed to:

- National outcome 3 – *We are better educated, more skilled and more successful, renowned for our research and innovation*
- National outcome 7 – *We have tackled the significant inequalities in Scottish society*
- National outcome 11 – *We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others*
- National outcome 15 – *Our public services are high quality, continually improving, efficient and responsive to local people's needs.*

Over 40% of third sector organisations indicated that they contributed to:

- National outcome 4 – *Our young people are successful learners, confident individuals, effective contributors and responsible citizens*
- National outcome 6 – *We live longer, healthier lives*
- National outcome 10 – *We live in well designed, sustainable places where we are able to access the amenities and services we need*
- Of the national outcomes, over half of third sector organisations indicated that they contributed to

#### *Local Outcomes*

Over 40% of third sector organisations indicated that they contributed to:

- Local Outcome 3.3 – *More people able to access opportunities for learning and employment in their communities*
- Local outcome 7.5 – *Tackling discrimination, promoting equality, participation and good relations*
- Local Outcome 11.3 – *Improved quality of life through community led action and more people feeling connected to their communities*

Over a third of third sector organisations indicated that they contributed to:

- Local outcome 1.1 – *To grow local businesses, including social enterprise*
- Local outcome 4.2 – *More young people are confident and contribute effectively to their communities*
- Local outcome 4.3 – *More young people are supported to take responsibility in their life choices*
- Local outcome 6.2 – *Reduce the percentage of the adult population who smoke*
- Local outcome 7.4 – *Reducing health inequalities*
- Local outcome 10.4 – *Limit the impact of distance from service in rural and remote communities*

- Local outcome 11.1 – *A well supported voluntary sector with sustained high levels of volunteering in the Highlands*
- Local outcome 15.1 – *Best value and continuous improvement are demonstrated*
- Local outcome 15.2 – *Improved access to public services with customers' views taken into account*

## **Session 2 What Works Well and What Could Work Better**

### **What Works Well**

#### *Public sector groups*

##### Shared understanding

- of purpose, language, structures,
- recognition of the strengths and limitations of each sector

##### Honesty and Transparency

##### Trust and Respect

##### Partnership approach

- Shared expectations and objectives

##### Communication

- regular contact
- consistency of personnel,
- Open, listening relationship

##### Working at a local level

- Relationships and contacts

#### *Third Sector groups*

##### Communication

- access to named contacts,
- regular contact
- relationships at a local level
- regular consultation

##### Funding

- sustainability of funding
- equity of funding

##### Trust and honesty

##### Participation

- Pro-active involvement and inclusion in planning, policy development, new proposals

##### Understanding

- of purpose
- local circumstances
- benefits of third sector
- of expectations

#### Partnership approach

- Access to information, support and advice
- Respect and feeling that the sector is valued
- Agreement of common goals/objectives

#### **What could work better**

##### *Public sector groups*

#### Partnership working

- need for joint priorities and objectives
- commitment to partnership working across organisations and the third sector

#### Communication

- Need to be better at communicating change effectively
- improved communication within our own organisations, with our public and third sector partners

#### Representation

- clearer understanding of who represents the sector

#### Funding

- inability to commit to longer-term funding
- building relationships in times of shrinking resources

#### Understanding

- clarity of language used
- purpose of organisations
- expectations of partners

#### Consultation

- improved consultation and feedback from consultation

##### *Third Sector groups*

#### Communication

- communication between partners but also internally within and between public sector organisations
- information on developments available locally
- meaningful consultation
- understanding who to go to within organisations - identifiable points of contact

#### Funding and support

- understanding around the funding opportunities for the sector
- clearer criteria in relation to funding
- support and funding for small organisations and projects
- taking account of the Added Value of the sector in relation to Best Value
- a joint approach to funding from the public sector
- third sector not having to compete within for funding
- transparency on how money is being spent – who is receiving funding within the sector and what for

#### Understanding

- the diversity of the sector and capacity of it

- the limitations on small organisations – cannot operate in same way as large organisations, lack of resources to compete with large organisations
- for the sector regarding the bigger picture
- transparency in the decision making process
- understandable joint language

#### Partnership approach

- inclusion in partnership meetings and the decision making process
- joined up strategies and approaches and a focus upon outcomes
- joint monitoring of current services
- early engagement with stakeholders for strategy development
- service users views taken into account
- consistency in approaches and information received

#### Representation

- a structure which includes smaller groups
- a network for third sector involvement throughout the Highlands
- greater involvement for groups at a local level - perhaps through ward forums

### **Session 3 - Benefits, Obstacles and What a Compact should Include**

#### **Benefits of a Compact**

##### Communication

- Improved communication
- Breaking down barriers in terms of language and organisational cultures
- Clarity in how the sector will engage in terms of community planning, policy development

##### Commitment

- Commitment to working together, leading to improved working relationships
- Recognition of the value of the sector
- Bringing the third and statutory sectors together to deliver better outcomes

##### Relationships

- Formalising the relationships between the sectors and
- Providing a framework for the relationship
- Clarifying the two-way nature of the relationship

##### Representation

- Process is bringing the sector together
- Highlighting the need for clear representation within the sector

##### Understanding

- Clarification regarding funding arrangements
- Providing a focus to promote information sharing, understanding and awareness raising
- Clarification of roles, responsibilities and expectations

## **Potential Obstacles**

### Relationships

- The Compact needs to cover not just the relationship between the sectors but also within the sectors
- Historical and cultural differences
- Unequal relationships/partnership – needs to be an equal partnership but there is the balance between accountability and power and the lack of equity of pay across and within sectors

### Auditing

- The lack of an audit/overseeing body
- How will it be monitored – accountability

### Commitment

- Lack of commitment and trust from partners
- The Compact mustn't become tokenistic. Needs to be embedded in daily working practices and adhered to even when circumstances and the relationships are difficult.
- Need awareness of the Compact at all levels across both sectors

### Funding

- The Third sector is often focused on sourcing continuing funding and competing within for funding.
- Lack of funding will put a strain on relationships.

### Representation

- How will the third sector be able to speak with one voice and
- How will the sector engage with very small third sector organisations

### Understanding

- different terminology and understanding between the sectors

Unrealistic expectations of what a Compact can deliver – will not be able to change the level of funding available

## **What a Compact should include**

A document that is accessible to everyone – clear and consistent language

### Commitment

- needs commitment from all partners. People need to sign up commit to the Compact. Funding applications, tender documents SLAs etc should reference compliance with Compact

### Performance

- Needs to be an evolving document, a working tool which provides the focus for joint work. Needs to include an action plan that is monitored and evaluated on an annual basis, celebrating achievements.

### Representation

- needs reference to how the third sector will be represented. Need a mechanism for ensuring local groups are involved and consulted

Shared objectives

Consultation and communication strategy

Awareness raising strategy

Dispute/conflict resolution mechanism

Code of conduct – behaviours expected of members of the Compact

Recognition of funding needs of the sector and the benefits of the third sector in terms of service delivery

#### **Session 4 – Achieved, Benefits, Concerns, Do Next Evaluation**

##### **Achieved**

- An exchange of views
- Greater understanding of the Compact and SOA
- An opportunity to put forward opinion
- Moving on the ideas and purpose of a Compact
- Awareness raising
- Improved working relationships between the sectors

##### **Benefits**

- Raised awareness of SOA and Compact
- Working closer together
- Compact as a vehicle for change
- Views gathered
- The contribution of the third sector is better understood
- Transparency of process
- Networking opportunities

##### **Concerns**

- Mustn't become tokenistic
- Too idealistic
- Need to build trust
- Lack of commitment to implement
- Representation of the third sector
- Awareness raising across sectors
- Needs to be a two-way process

##### **Do next**

- Communicate what developments are being made
- Action plan
- Further consultation
- Third sector must move to one voice
- Compact must be a living document