

## Report of the Hertfordshire Compact Survey 2018

### 1. Introduction

The Hertfordshire Compact is a written understanding between the voluntary and community sector (VCS) and statutory sectors. It's about how they will co-operate and continue to develop positive working relationships for the benefit of Hertfordshire's communities.

The purpose of the Compact is to build on existing partnerships, develop shared principles and undertakings, and develop the relationship between the VCS and statutory sectors through mutual respect and trust.

This year a new Compact Forum met for the first time in June. The Forum is open to everyone and will meet twice a year, the next date being 22 January 2019.

We encourage all eligible organisations to 'sign up' to the Compact to show commitment to partnership working between the VCS and the statutory sector.

### 2. Survey

The former Hertfordshire Compact Partnership Group agreed to seek feedback from the voluntary and statutory sectors each year to help evaluate the effectiveness of the Compact. In order to get as many responses as possible, the 2018 survey was available for 6 weeks from 4th October until 16th November. It was available online via Survey Monkey and also in paper format at the Voluntary Sector Conference.

The response rate was up on last year with 68 people responding, compared with 28 responses in 2017.

28% of responses were from the statutory sector, 67% from the voluntary sector and 8% from other sectors.

### 3. Highlights from 2018 survey

(Figures in brackets give 2017 response)

- Over 75% of respondents for both 2018 and 2017 agreed that they thought the Compact is important.
- 37% (28%) thought the VCS organisations know about the Compact and 29% (21%) believe the VCS is actively engaged
- This compares with 44% (28%) of respondents who agreed the statutory sector knows about the Compact and 25% (11%) who believe the statutory sector is actively engaged.

- 51% (48%) respondents say the Compact Website is a useful resource and 82% know there is a Compact Forum open to all
- 50% (35%) agreed voluntary sector agencies are broadly aware of the Compact and act consistently with its standards and protocols.
- This compares with 33%(14%) for statutory agencies

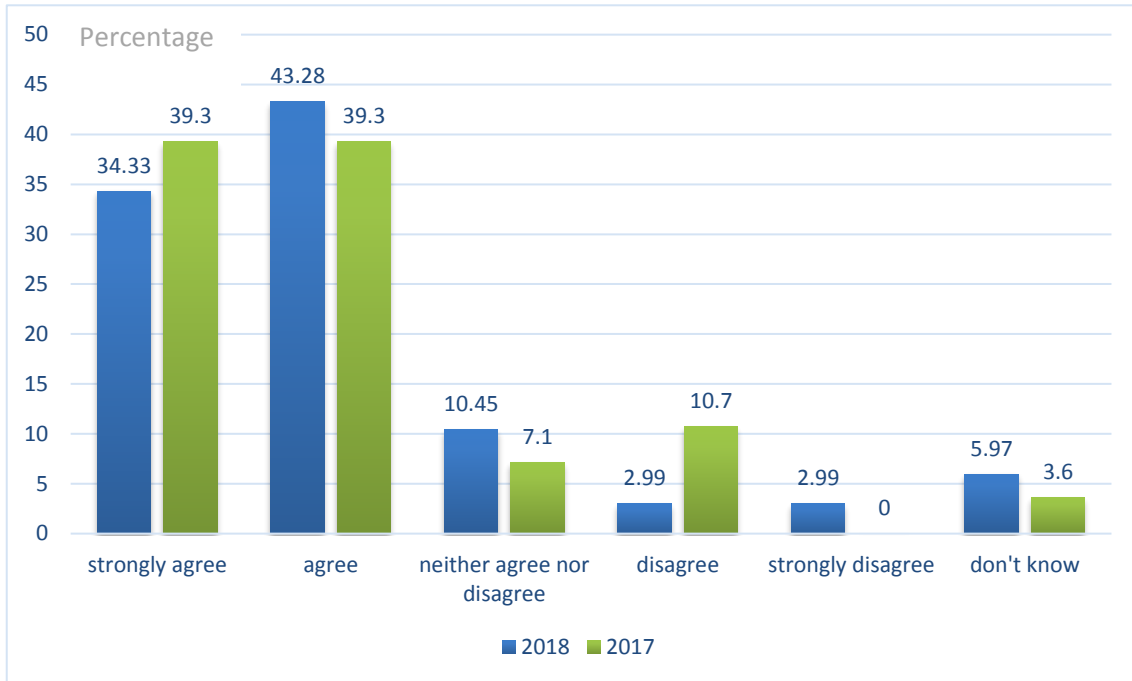
#### 4. Key points and challenges

- 1) There has been progress with an increase in people knowing about the Compact, and feeding back more positive responses.
- 2) However there are also a large number of “don’t know” responses which needs to be addressed
- 3) The range of 17 written comments is useful in giving greater insight and understanding as to where the challenges are. Some respondents are not sure what the Compact is and a couple of comments question whether the Compact is really effective in helping voluntary and statutory organisations work together. One comment perceived a confusion of names, roles and responsibilities of Herts organisations. However other comments show an appreciation of the Compact for shared values and principles, and the opportunities of the Forum for wider partnership discussion.
- 4) So overall there is an increasingly positive picture but with still more work to be done, in particular to
  - Simplify the process and the key message
  - Increase communication to raise awareness of the Compact, especially around its value and impact.
  - Encourage greater use of the logo as a positive benefit by organisations that have signed up to the Compact. There is scope for the logo to be used much more widely as a positive symbol promoting the values and behaviours of the member organisations, and inspiring trust and confidence with regard to collaborative working and partnership

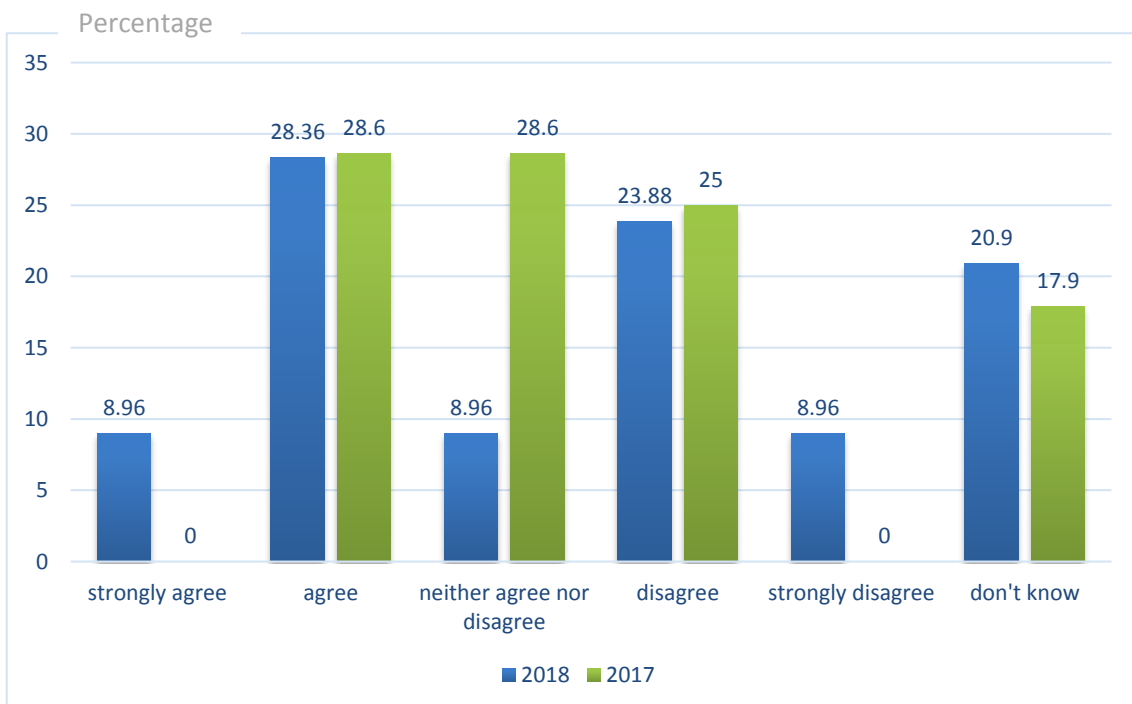
**1. Hertfordshire Compact Survey: Questions, responses and comments**

2018 (Blue) compared with 2017 (Green)

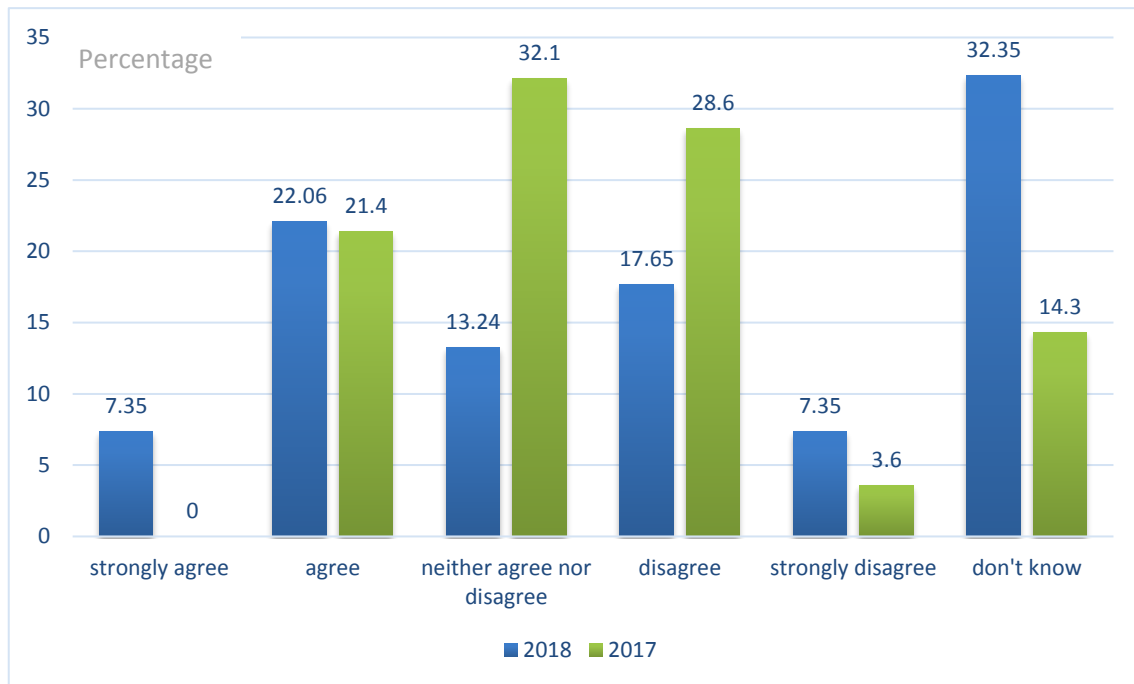
Question 1) The Hertfordshire Compact is important.



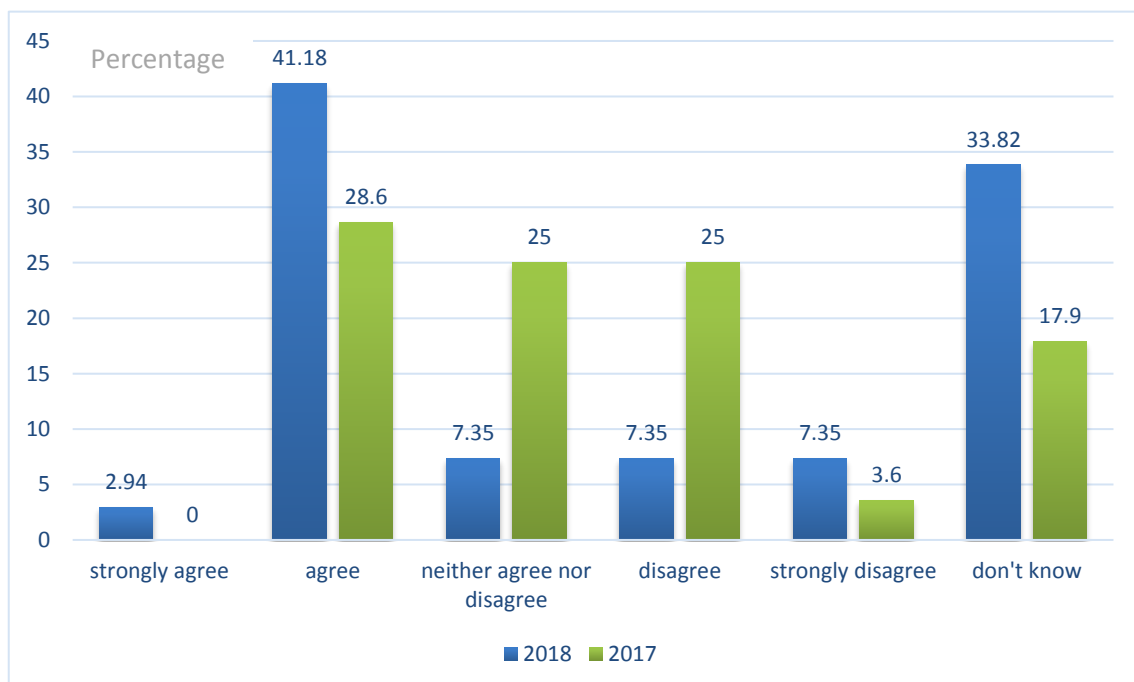
Question 2) People in the VCS know about the Hertfordshire Compact



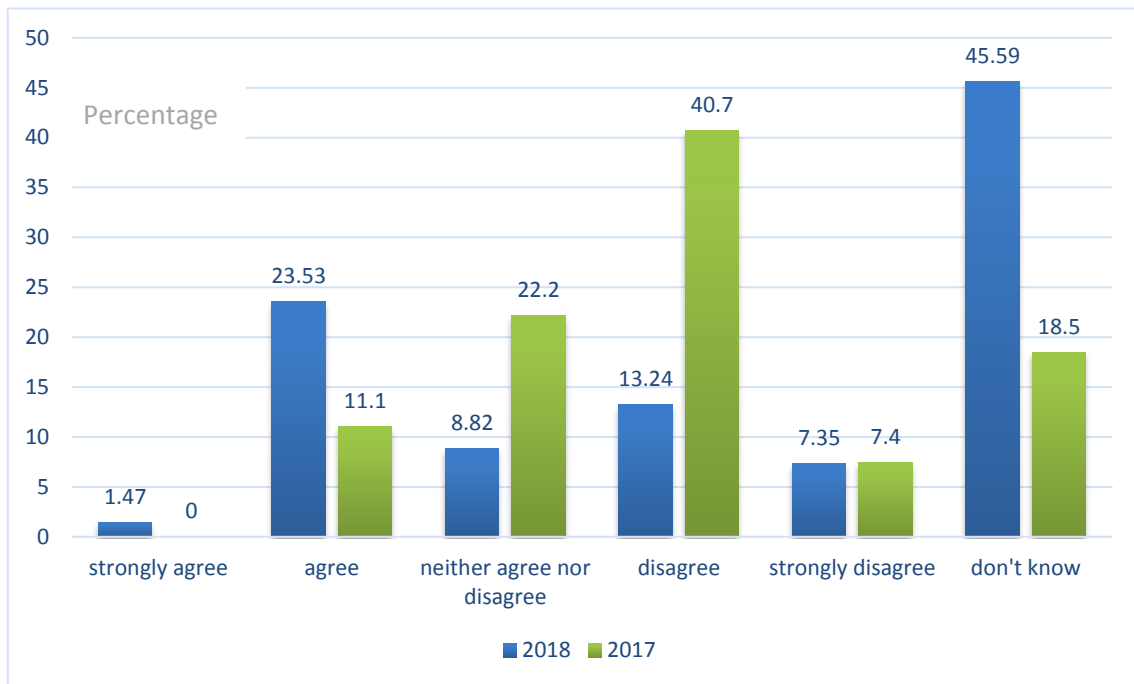
Question 3) People in the VCS are actively engaged in the Hertfordshire Compact



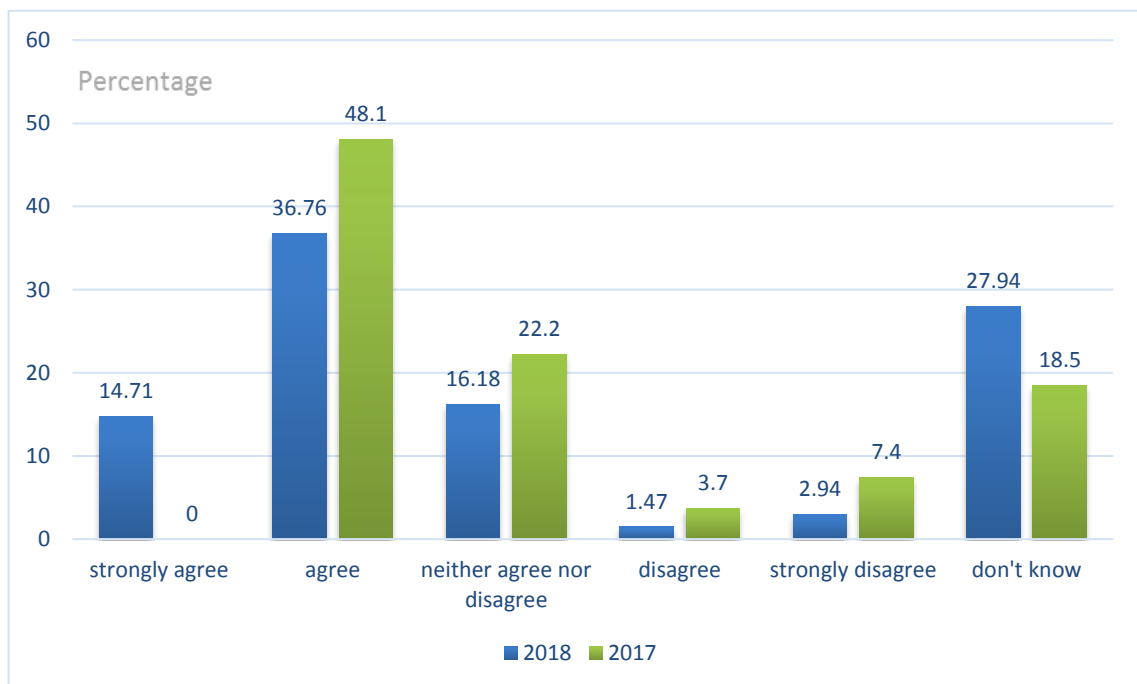
Question 4) People within the statutory sector know about the Hertfordshire Compact



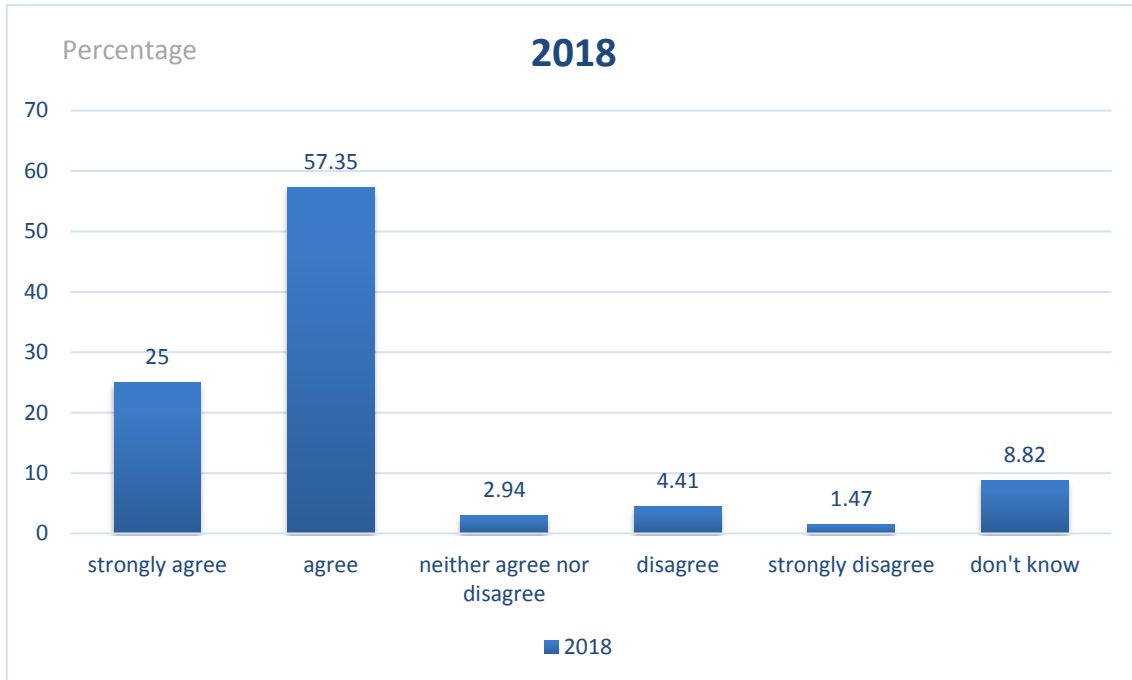
Question 5) People within the statutory sector are actively engaged in the Hertfordshire Compact



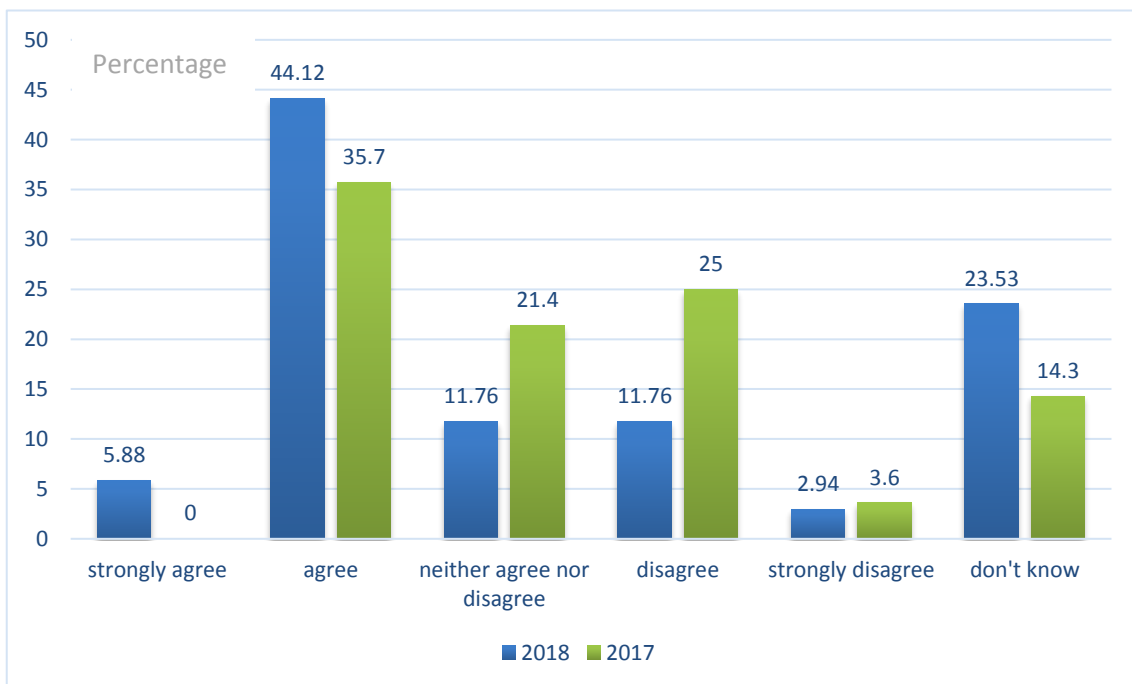
Question 6) The Hertfordshire Compact Webpage is a useful resource



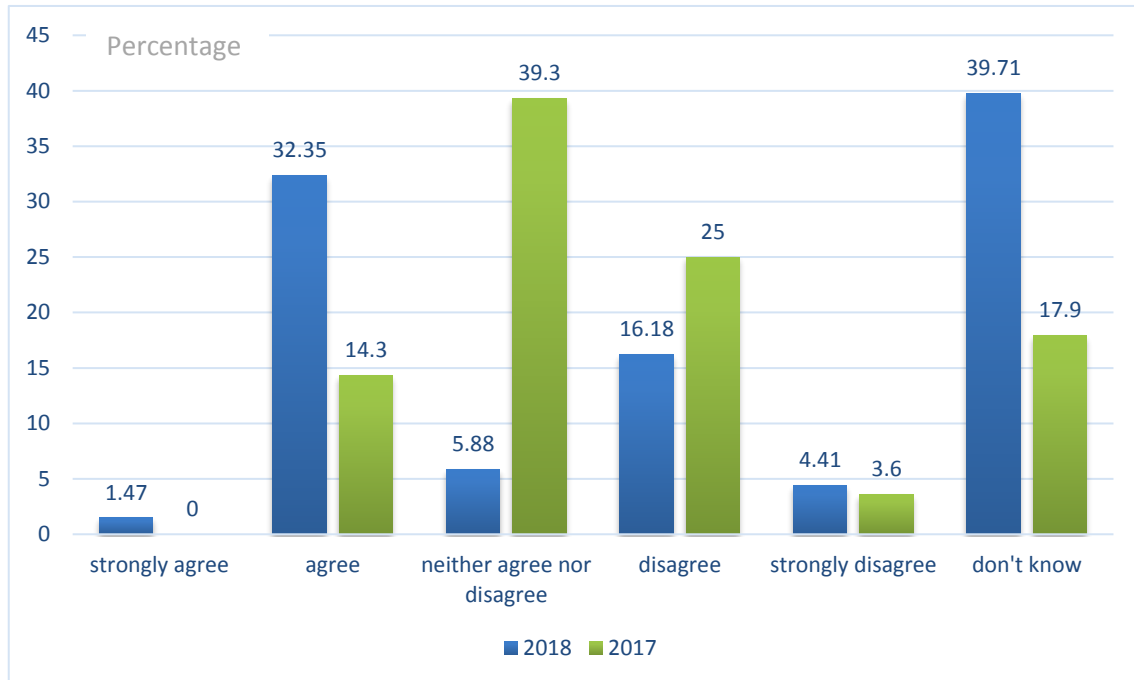
Question 7) I know there is a compact Forum which is open to all



Question 8) I believe voluntary sector groups are broadly aware of the Compact and act consistently with its standards and protocols



Question 9) I believe statutory agencies are broadly aware of the Compact and act consistently with its standards and protocols



Question 10) Do you have any comments?

- Are you satisfied that Compact is visible to each sector? Clearly not otherwise why this survey. What do you see the value to each sector is? I do not believe this is clear to the voluntary sector.
- POhWER work within the Statutory, voluntary and community sector. One of our largest partnerships exists in Hertfordshire where we deliver the gateway service of HertsHelp which supports access to all levels of support, the Hertfordshire directory, statutory and non-statutory services; developing and streamlining is an ongoing endeavour to ensure access to the large stream of voluntary and charity organisations and their services via one gateway is possible. As a service attendance at multiple events, organisational newsletter is an effective way to raise awareness of services we deliver/provide. I have not seen any attendance by Hertfordshire Compact and would suggest an area to explore including newsletter option to services members or not.
- It needs high level leadership to raise its profile and importance
- I think the COMPACT is a good think because it signals to VCS that statutory agencies are happy to sign-up to a framework. The relationship between

statutory and third sectors will always be unequal. The value of the COMPACT would increase if the forum started to explore what this means in practice and how increased knowledge and understanding of the relationship can help all agencies.

- This seems to be the usual sit round and talk and actually spend lots of time and resources getting nowhere. Clicked on a link for the Herts Compact and learnt nothing - don't think it was even the correct page. Still unaware of what it actually is and what the aims are. Totally confused.com Funds being spent doing very little here.
- Market it better and ensure you engage with key stakeholders
- Already aware of the organisation but not really aware of the impact it has.
- Promotion of the website Promotion on Social Media to VCS Branches of the forum at local level to network, share best practice etc.
- The Compact is a great resource for partnership work - Shared values and principles pave the way for a thriving community.
- Filtering info thru/cascading. CEOs surely know but have they passed info on?
- Opportunity to air concerns about organisations not following the compact when they have signed up to it and how to have the discussion with those organisations to improve outcomes for all.
- It's lip service.
- Ensure that commissioning managers and best value teams within the local authority are aware of it and uphold the values it is based upon
- This is the first I have heard of this initiative. Please let organisations know more about what you do.
- I am aware of various organisations but not fully aware of what they do. I have to say that there are many county organisations with similar names Herts "Connect" and Herts "Compact" e.g. Carers in Herts, Health & Wellbeing Herts, Herts Community Foundation, Herts Community Solutions, Herts Community Trust, Herts Help, Herts Community Rural Action etc. I expect there are lots more. Plus the various charity voluntary organisations. Is it possible to bring things together in a more structured and clear way? I hope that I am not being too picky.
- The Forum is helpful for wider discussion and as an opportunity to help create new partnerships