

Manchester City Council  
and the Voluntary Sector  
Working Together:  
A Compact for Manchester

# compact



MANCHESTER  
CITY COUNCIL

MANCHESTER VOLUNTARY  
AND COMMUNITY SECTORS

# Working Together: A Compact for Manchester

Joint foreword by  
Shirley Adams,  
Chair of Voluntary Action  
Manchester and  
Councillor Kath Robinson,  
Deputy Leader of  
Manchester City Council  
September 2003

On behalf of Manchester City Council and the voluntary and community sectors of Manchester we strongly welcome this document, Working Together: A Compact for Manchester.

The Compact is the result of a great deal of hard work by staff and volunteers across the sector together with members and officers of the council. The Compact demonstrates a real commitment to working in partnership and creates a firm framework for the further development of effective working relationships between the statutory and voluntary sectors in the city.

The Manchester Compact Steering Group, which is made up of representatives from the council and the voluntary and community sectors will carry on the excellent work that has been started to ensure that the document has a long-lasting practical value. We will continue to work together to develop and improve the Compact and its Codes of Practice, as it is through partnership working that we can continue to deliver improved services to the people of Manchester.

We hope that members of your organisation will take the time to read the document and use the tear off cards provided.



Councillor Kath Robinson  
Manchester City Council



Shirley Adams  
on behalf of Manchester's  
voluntary and community sectors

# Working Together

Manchester City Council and the city's voluntary and community sectors have a long-standing and successful working relationship. Partnerships we have established in recent years have helped us to improve the way we plan and deliver our services to Manchester residents, and informal associations with a wide variety of groups and organisations have proved equally valuable and productive.

The Manchester Compact will underline the positive relationship between the city council and the broad range of independent voluntary and community organisations active in the city, and set out the way we intend to build upon the mutual trust and co-operation that already exists.

It will be closely linked to other local and national government initiatives that involve the voluntary and community sectors and influence important city council programmes like the Local Strategic Partnership, the Community Strategy and our bid to deliver Best Value services. More than just a document, the Compact will become an active and effective joint working process.

This Compact, developed by the city council and voluntary organisations, marks the first stage in this process and lays the foundation for the important work that is to follow.

Our next priorities will be to:

- Develop the Compact in a way that more actively includes community groups
- Extend the Compact to the other statutory organisations via the Local Strategic Partnership, which encourages joint working between the different private and public sector organisations and agencies working in Manchester
- Agree a plan for putting the Compact into practice and set specific targets for action

A set of Good Practice Guidelines will also be drawn up to cover a flexible range of issues, including:

Funding  
Consultation  
Volunteering  
Inclusion

A Compact Group made up of representatives from partner organisations will supervise the way the Compact is put into practice, agree a means of resolving any conflict that may arise, and review the success of the Compact on an annual basis.

# STRENGTH

# About the Compact

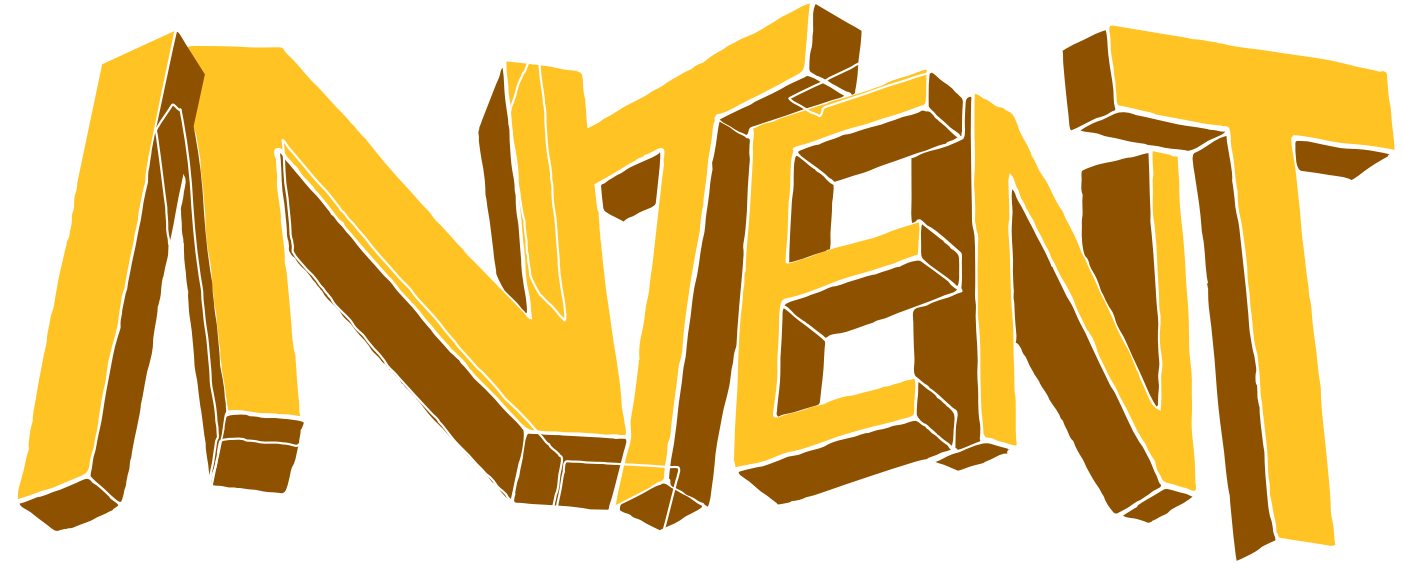
A basic outline for the Manchester Compact was developed during a series of consultation events held across the city in 2001, and the first draft drawn up during six open workshop sessions that followed.

The Compact will be an agreed framework within which statutory, voluntary and community organisations may work together. Although neither legally nor contractually binding, it will take authority from the fact that it has widespread support and endorsement from the sectors involved.

The Manchester Compact is intended to apply to all partnerships between the sectors, whether formal, casual, voluntary or contractual. The guidelines it sets for good working practice will assist voluntary and community groups in their dealings with the statutory sector and, in turn, benefit the way public sector agencies relate to and communicate with the voluntary and community sectors.

The Compact is a statement of intent.

To put it into practice we shall need to agree an action plan that includes specific targets against which its success can be monitored. Equally important will be an annual review to renew the commitment of the parties involved and to make any necessary changes.



MANIFEST

# A Shared Vision

We believe that a Compact between the voluntary and community sectors and statutory agencies active in Manchester will lead to:

- All parties working toward the same, shared objectives
- More effective relationships between the city council and Manchester's voluntary and community sectors
- Open and accessible ways of working at all levels that encourages the involvement of voluntary and community groups across the board
- Real opportunities for a broad range of voluntary and community groups to enter into joint working practices
- Clearer lines of communication between and within the different sectors
- The recognition that all parties have an equally valuable role to play in improving the lives of Manchester residents
- Commitment to inclusive working practices
- Mutual understanding of the structures, working practices and priorities that apply to different organisations and agencies
- A source of help with any problems that arise in working relationships

The word "VISION" is rendered in large, bold, teal-colored 3D block letters. The letters have a slight shadow and depth, giving them a three-dimensional appearance. The font is a clean, sans-serif style. The letters are arranged horizontally across the bottom half of the page.

# Shared Principles



The Compact recognises a series of shared principles:

- We are all working together for the benefit of Manchester residents
- The opportunity to follow a set of agreed guidelines will help to make the work of statutory and voluntary agencies and community groups more effective
- Voluntary action is a response to community need and lies at the heart of a healthy society
- Voluntary and community groups make a valuable contribution to the social, economic and environmental well being of our city
- Manchester City Council has a duty to balance policy, service, and budgetary priorities in a way that meets the needs of all Manchester residents
- The voluntary and community sectors and statutory agencies play different yet complementary roles in planning and delivering services to the people of Manchester
- Manchester’s cultural diversity is something to respect and celebrate
- Voluntary and community groups have the right to campaign within the law on behalf of the communities they represent
- Voluntary and community groups are entitled to represent their clients’ rights in a lawful way without fear of being penalised for their activities
- Together we must tackle the problem of social exclusion and allow all groups and individuals to have a say in the decisions that affect their lives
- All our activities must be carried out with accountability, honesty, integrity, openness, and mutual respect
- We will invest time and energy putting the Compact into practice and in reviewing its success on an annual basis

# Our Joint Promise

Manchester City Council has adopted a set of corporate values. The voluntary and community sectors will join the city council in their use as a basis for our individual and joint work with and for the people of Manchester.

- Manchester is an exciting, diverse city of national and international significance, where people choose to live, work and play and in which companies want to invest; a city where everyone has equal access to opportunity, employment and prosperity
- Manchester City Council is a public service organisation that recognises public service is a vocation, with the core purpose of improving the quality of life of our citizens by working with them to promote and support sustainable communities
- We take pride in our city and the contribution we make to its success. We are committed to continuously improving the quality of life in Manchester

- We recognise that a successful city relies on the success of its neighbourhoods and communities. We want to meet the aspirations of all Manchester citizens by empowering communities and embracing their diverse identities.
- People are at the centre of what we do. We will achieve an excellent standard of customer service by acting with speed, efficiency and respect
- We value the contribution of residents, employees and partners. We will communicate clearly and openly about our decisions and actions and the reasons for them
- We value our employees and we will support and encourage their development in working hard to deliver better services

The city council is democratically accountable to the people of Manchester, legally responsible for delivering a range of services to the city, and subject to external monitoring. Meanwhile, the city's wealth of community and voluntary organisations have been formed to respond to specific needs of Manchester residents and are answerable to the people who use and fund their activities and services, which are usually community based.

The city council supports the independence of the voluntary and community sectors and their right to lobby and campaign within the law. These sectors, in turn, recognise the council's role to provide effective services in line with systems established by national and local government.

# SUPPORT

Manchester's voluntary and community sectors and Manchester City Council will work in partnership to:

- Promote effective working relationships between the sectors, and encourage good practice and a consistent approach
- Consult each other on significant matters that affect services and the way they are delivered, including budgets, allowing reasonable response times
- Collaborate to make the most efficient use of available resources and avoid duplication

- State the purpose of our actions and keep them clear and relevant
- Be explicit about the needs we want to meet and the methods we intend to use
- Make sure that policies, procedures and practices do not lead to discrimination or other unfair treatment
- Respect the confidentiality of information shared by participants
- Work towards a clear set of standards, evaluate the success of the work we carry out, tackle poor performance and respond promptly and fairly to complaints

- Involve the people who use our services to make sure we are continually improving the way we deliver
- Agree systems for appointing members to governing bodies and committees and make sure they have clear roles and responsibilities
- Have open staff recruitment processes, pay staff fairly and be good employers
- Make clear arrangements for the involvement, training and management of volunteers
- Promote the principles of the Compact across the public, voluntary, and community sectors

## Supervising the Compact

A Compact Group made up of representatives from the city council, the voluntary and community sectors and other statutory agencies will be responsible for:

- Making sure the Compact is put into practice
- Arranging liaison with the Manchester Local Strategic Partnership and the Community Network for Manchester
- Monitoring its success
- Providing a means of resolving disputes
- Supervising the production of good practice guidelines
- Carrying out an annual review

## Further Information

For more copies of Working Together: A Compact for Manchester or any further information please contact:

**Voluntary Action Manchester**  
North Square  
11-13 Spear Street  
Manchester M1 1JU  
Tel: 0161 236 3206  
vam@vamanchester.org.uk

### Voluntary Sector Policy and Grants

Chief Executive's Department  
PO Box 532  
Manchester M60 2LA  
Tel: 0161 234 3016  
voluntary.sector.grants@notes.manchester.gov.uk

Different formats of this publication are available on request by contacting the Voluntary Sector Policy and Grants Section. This document can also be viewed at: [www.manchester.gov.uk](http://www.manchester.gov.uk)

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Please tick where appropriate

- Our management committee/steering group/support group have read Working Together: A Compact for Manchester and agree with the shared vision and its principles. We support the joint promises made and are committed to working with our partners in a fair and equitable manner
- Our organisation would like more information on the Compact good practice guidelines when they become available
- We would like \_\_\_\_\_ more copies of the Compact for circulation across our organisation
- We will use the Compact document in the following ways:
- Circulate the Compact to staff/volunteers/group members
- Discuss the Compact at staff/volunteer/group meetings

Our address for correspondence is:

Organisation

Address

Position in organisation

Postcode

Signed

Linda Hesford  
Voluntary Sector Policy and  
Grants Section  
Chief Executive's Department  
PO Box 532  
Town Hall  
Manchester M60 2LA

compact

(The feedback provided by this card will be made available to the Compact Steering Group)

Somali

Dokumentigaani waxaa lagu eegi karaa websiteka: [www.manchester.gov.uk](http://www.manchester.gov.uk)

Haddii luqadda Ingiriisku aysan ahayn luqaddaada koowaad aadna u baaahan tahay tarjumaanid, dib loogu soo saaro daabacaad balaaran (farta waa weyn) farta indholayaasha, ama cajal lagu duubo fadlan la xariir Qaybta Nidaamka iyo Deeqyada telefoonka 0161 234 3016 ama kula xariir e-mail [Voluntary.sector.grants@notes.manchester.gov.uk](mailto:Voluntary.sector.grants@notes.manchester.gov.uk)

Punjabi

ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਵੈਬਸਾਇਟ ਤੇ ਦੇਖਿਆ ਜਾ ਸਕਦਾ ਹੈ: [www.manchester.gov.uk](http://www.manchester.gov.uk)

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Bangla

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Chinese

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Urdu

اس دستاویز کو ویب سائٹ [www.manchester.gov.uk](http://www.manchester.gov.uk) پر بھی ملاحظہ کیا جاسکتا ہے۔

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Gujarati

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Arabic

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## Translation Details