

COMPACT

**An agreement between CPFT and the Voluntary, Community and Social
Enterprise sector on working together**

2016

1. Introduction - What is a Compact?

Compacts are partnership agreements between public bodies and the Voluntary Community and Social Enterprise (VCSE) to improve their relationships and provide a framework within which the sectors can understand what to expect from each other, thereby enhancing their contribution to local communities.

In summary it is:

- A document about the relationship between voluntary and statutory agencies:
- An agreement about some key principles we will all sign up to
- A description of how we will work together
- A statement of the expectations we have of each other
- An action plan for improving how we work together over time

The COMPACT was consulted upon for a 6 week period from 12th October to 20th November 2015. It was circulated widely to third sector organisations, commissioners, and internally within CPFT, including to Trust Governors. The feedback was positive with only a few suggested modifications which have been incorporated.

2. CPFT Compact

Developing a Compact for CPFT is not straightforward as CPFT works with the VCSE in a variety of different capacities, and across a wide range of services involved with mental health, social care and physical health. It works with the sector as a co-provider of services, and it commissions services from these fellow providers on behalf of service users/patients, sometimes acting on behalf of the two local councils under its section 75 agreements¹ with them. It may also on occasion commission whole services from the sector. This means that the relationship is multi-faceted and this Compact seeks to reflect this complexity.

To make the commitments in the Compact real, the agreement is underpinned by a delivery plan.

3. Background

CPFT undertook a survey of voluntary sector organisations during the summer and autumn of 2014. The aim was to gain feedback about current joint working between CPFT and voluntary sector organisations, and to use this feedback to inform this Compact. This report is available, and shows examples of very good joint working, but also room for improvement. In summary the main points were:

¹ Section 75 agreement – the partnership agreement between Local Authorities and CPFT regarding the delivery of statutory duties responsibilities

- There are examples of some good and at times very good joint working
- There are areas that need to be strengthened, including an improvement in the quality of response from CPFT, so that this is consistently positive.
- A change in culture is needed whereby voluntary sector organisations are seen as partners with CPFT
- Make it easier to provide feedback to CPFT

In addition two stakeholder events were held in November 2014 and March 2015. Both were helpful in developing working arrangements between CPFT and voluntary sector organisations.

This Compact has taken the Compact arrangements of CPFT's local Councils into account. The original objective arose from an agreed CQUIN², focusing on developing an engagement strategy with 'mental health' voluntary sector organisations. Since then the range of services provided by CPFT has increased to include services for Adults with Long Term Conditions and Older People and therefore we have tried to reflect this in broadening the strategy beyond just mental health organisations. The addition of these new services will extend the relationship between CPFT and the voluntary sector through the commissioning arrangements for the new Wellbeing Service.

5. Why is this important?

Effective joint working is important for:

- Building Resilience in those who use the Trust's services to maximise their independence
- Maintaining and developing sustained recovery for service users
- Promoting health and wellbeing and prevention of relapse
- Supporting people within their families and communicating information
- Staff work across both sectors to mutual benefit
- Maximising the use of resources and capacity in a very tight external environment

This compact aims to develop and sustain the strong and effective partnerships by establishing principles and actions to which all parties are committed. At this time of financial challenge it is even more important that local organisations work together to address the needs of Peterborough and Cambridgeshire residents we serve.

6. Definition of the third / voluntary sector

"The Voluntary, Community and Social Enterprise Sector, referred to as 'the Third Sector' in this paper, is made up of groups that are independent of government and constitutionally self-governing, usually with an unpaid voluntary management committee. They exist for the good of the community, to promote social, economic,

² CQUIN – Commissioning for Quality and Innovation. Part of the contract the CCG has with CPFT.

environmental or cultural objectives in order to benefit society as a whole, or particular groups within it.”

7. Our shared values and principles

In this document we are proposing that we adopt the shared principles set out in the Peterborough Compact.³ These are:

Respect: To act with transparency and integrity. Effective partnerships are built on mutual understanding and an appreciation of the differences between partners of the Compact.

Honesty: Full and frank discussions should be the basis for resolving difficulties.

Independence: To ensure that the independence of the VCSE sector is recognised and supported. This includes its right within the law to campaign, to comment on and to challenge the policies of public sector organisations including CPFT, (regardless of any funding or other relationship which may exist with such bodies). VCSE sector organisations are free to determine and manage their own affairs.

Diversity: To value a thriving civil society that brings innovation and choice through a multitude of voices.

Equality: Work together to achieve equality, respecting diversity & fairness for everyone, regardless of their background.

Volunteering: The contribution of Volunteers is recognised by all Compact partners. Volunteers play a vital part in service delivery for both the statutory and voluntary sector, the impact of their involvement is universally acknowledged. Compact partners agree the four principles that are fundamental to volunteering; Choice, Diversity, Mutual Benefit and Recognition.

Citizen empowerment: Working together, to deliver change that is built around communities and people, meeting their needs and reflecting their choices.

The Public sector and Voluntary, Community and Social Enterprise sector are committed to these principles.

³ COMPACT Refresh 2014: PCC and PCVS

8. Compact Outcomes

Outcome 1. A strong, diverse and independent third sector

Undertakings for CPFT:

- Respect the independence of the local third sector.
- Recognise that volunteering adds value to CPFT and brings about positive benefits to local people and service users. Encourage volunteering to be undertaken by a high proportion of people across diverse backgrounds.
- Invest in adequate resource to support and manage volunteers effectively in line with CPFT strategy.
- Ensure greater transparency by making data and information more accessible, helping the voluntary sector to challenge existing provision of services, access new markets and hold the public agencies to account.
- Consider a range of ways to support local third sector organisations, such as enabling greater access to CPFT premises and resources. This could include assisting applications for external funding through provision of relevant data and information which evidence additional needs in service provision.
- Ensure that where organisations are engaging volunteers requiring Disclosure and Barring Service (DBS) checks, the organisation covers the charge, not the volunteers, and work together to streamline processes for DBS checks to encourage volunteering.

Undertakings for the voluntary sector:

- When campaigning or advocating, ensure that robust evidence is provided, including information about the source and range of people and communities represented.
- Ensure independence is upheld, focusing on the cause represented, regardless of any relationship they have with the CPFT, financial or otherwise.
- Recognise that volunteering adds value to public services and brings about positive benefits to local people and service users. Encourage volunteering to be undertaken by a high proportion of people across diverse backgrounds.
- Ensure that where organisations are engaging volunteers requiring DBS checks, the organisation covers the charge, not the volunteers, and work together to streamline processes for DBS checks to encourage volunteering.

Outcome 2: Effective and transparent partnership working in the design and delivery of programmes and services to commonly known individual service users, patients, and carers

Undertakings for CPFT:

- Recognise the valuable contribution of the VCSE services to service users, patients and carers.
- Work with the local third sector organisations from the earliest possible stage to design policies and services across a range of areas including patient/service user pathways. Remove barriers that may prevent organisations working together as equal partners.
- To be clear about information sharing arrangements, and to always seek to obtain the consent of service users and patients to sharing of information with third sector organisations involved in care and support so that the Third Sector is able to work with CPFT on a fully informed basis. This information should include the sharing of risk assessment and risk management information.
- Adoption of shared outcome measures across CPFT and third sector organisations should be explored.
- To seek the views of service users, patients and their carers to share with third sector.
- To be clear about mutual expectations of staff working in CPFT and the Third Sector about participation in meetings with service users/patients (for example Care Programme Approach reviews) and Safeguarding.
- To support the Third Sector to put in place policies to support best practice and clinical governance (for example with respect to Safeguarding).
- Regular meetings between third sector and CPFT to monitor effectiveness of joint working. Flexibility will be needed to enable participation of smaller unfunded organisations.

Undertakings for the voluntary sector:

- To recognise the role of CPFT in the provision and often the coordination of the care and support for individuals and their carers and their statutory responsibilities. To work in a spirit of partnership with CPFT.
- To work as a partner in the delivery of care and support packages to individuals, feeding back proactively to CPFT information relevant to the ongoing support of an individual.
- To seek the views of service users, patients and their carers to share with CPFT. To include promoting and responding to consultations
- To have policies and practice in place that supports clinical governance best practice (for example safeguarding)

Outcome 3: A responsive and high quality experience for individuals using services where CPFT has commissioned individual care packages from Third Sector organisations

Undertakings for CPFT:

- To seek patient consent automatically to share information with VCSE organisations as part of the agreement to place /use a service in that particular service.
- To ensure that the Third Sector is fully informed of all relevant information, including care and support plans, risk assessments and management plans, and any other information relevant to ensuring the best experience for the individual
- To feedback any concerns to organisations within a set number of working days of a visit.
- To inform the organisation as soon as possible of any change in the circumstances of the individual that might impact on their attendance or use of the service
- To ensure that the views of the Third Sector organisation are reflected in reviews of care packages in an open and transparent way.
- To be open and transparent in agreeing terms and conditions of individual care packages and in sharing the findings of reviews of care packages
- When using/working out of voluntary sector premises, to work to an agreed common standard of conduct

Undertakings for the voluntary sector:

- To recognise the role of CPFT in the provision and often the coordination of the care and support for individuals and their Carers and their statutory responsibilities. To work in a spirit of partnership with CPFT.
- To feed back proactively to CPFT information relevant to the ongoing support of an individual.
- To seek the views of service users, patients and their carers to share with CPFT
- When using CPFT facilities, to work to an agreed common standard of conduct

Outcome 4: Clear arrangements for managing changes to services and the agreed prioritisation of the needs of the service user

Undertakings for CPFT:

- If a programme or service being delivered by a local Third Sector organisation is encountering problems, agree with the organisation a timetable of actions to improve performance before making a decision to end a financial relationship.
- Assess the impact on individual service users, patients, and volunteers before deciding to cease working with the service or to reduce/ end funding where CPFT is commissioning the service.

- Where there are to be changes, discuss with the relevant organisation the potential implications as early as possible, give the organisation the opportunity to respond, and consider the response fully, respecting sector expertise, before making a final decision.
- Give a minimum of three months notice in writing when changing or ending a funding relationships or other support, apart from in exceptional circumstances, and provide a clear rationale for why the decisions has been taken.
- Communicate as quickly and clearly as possible the reasons for change and work with the organisation to limit damage to the organisation as appropriate
- If it is necessary for CPFT to refer a matter to the Commissioners of the service (typically the Clinical Commissioning Group or one of the local councils), or to CQC (or any other regulatory authority), CPFT will undertake wherever this is possible to inform the organisation of this action in advance of making the referral.
- Review programmes and services with relevant VCSE sector organisations to inform future practice

Undertakings for the voluntary sector:

- Plan for the end of funding/transfer of services to reduce any potential negative impact on service users, patients, carers, partner agencies and the organisation. To include managing communications around the service changes.
- To assist CPFT in the transfer of the service user/making of service changes in the best interests of service users.
- Advise CPFT on the wider impact(s) of the proposed changes, particularly to minimise their effects on people in vulnerable situations
- Advise CPFT if the organisation is facing funding or any other difficulties.

Outcome 5: An equal and fair society

Undertakings for CPFT

- Work with local Third Sector organisations that represent, support or provide services to people specifically protected by legislation and other under-represented and disadvantaged groups. Understand the specific needs of these groups by actively seeking the views of service users and clients. Take these views into account, including assessing impact, when designing and implementing policies, programmes and services.
- Take practical action to eliminate unlawful discrimination, advance equality and to ensure a voice for under-represented and disadvantaged groups, and monitor impact of actions taken.

Undertakings for the voluntary sector:

- Show how the value of the work can help CPFT deliver its duties on promoting equality and tackling discrimination.
- Take practical action to eliminate unlawful discrimination, advance equality of opportunity and build stronger communities, and monitor impact of actions taken.

Resolving Compact disputes positively together

Public bodies and groups have the right to raise concerns individually, collectively or through a representative organisation. Doing it protects relationships, accountability and good practice.

Unfortunately, sometimes things go wrong and the best thing to do is try to resolve any issues or concerns as early, and in the most amicable way possible. This means discussing the situation openly and honestly and trying to come up with solutions that work for both parties. Very often challenging bad practice amicably leads to better relationships and outcomes.

8. Delivery Plan

As stated above, the Compact will be underpinned by an delivery plan (appendix b) that will be monitored internally through the CPFT Quality, Safety and Governance committee (QS&G). Externally the existing informal quarterly meeting with some third sector organisations will be reconstituted as a meeting that can exercise oversight over the agreement.

Key headings are:

- ***Referral pathways:*** CPFT is working with Cambridgeshire CCG to strengthen the way in which the pathways delivered can be better aligned with the voluntary sector and vice versa. This should include improved ways in which the Third Sector can support service users within CPFT, including those who have been directly referred into ARC (normally having liaised with the relevant GP first). Protocols will be developed to cover movement between CPFT and the Third Sector.
- ***Third Sector inclusion in CPA processes and user consent to information sharing*** – to review the extent to which the current Trust Care Planning Policies (which includes CPA) involve ALL professionals involved in the patient's /service user's care including third sector providers. This includes inviting third sector staff to CPA meetings as appropriate. Any issues regarding sharing of information should be resolved through obtaining the consent of the service user.
- ***Personalised care and support planning:*** to acknowledge that the Third Sector organisation supporting an individual may be the organisation that knows

that individual the best and to work with care and support plans that have been produced by that organisation.

- ***Involvement in Serious Incident Reviews and learning lessons:*** Voluntary organisations may be asked to participate in the investigation into SIs where they are involved in a service user's care. Their involvement should be routine. CPFT to offer support and guidance on investigation process.
- ***Information sharing and confidentiality:*** All staff must adhere to their organisations policies; there is also a general expectation about organisations working collaboratively. The simplest way to manage information sharing is to get the service users informed consent. Where consent is not given, judgement will be needed to determine when a sharing of information should happen in 'public interest', for example in managing serious risk concerns
- ***Joint Training:*** to ensure that training especially related to the Recovery College is open to staff working in our partner Third Sector Organisations. To keep a record of take up and feedback of such training.
- ***Quarterly provider forums:*** will be either convened by CPFT, or by agreement make use of existing forums. The purpose of the events will be to allow information exchange and update generally, and information about demand and capacity across CPFT and the Third Sector can be tracked. This will be based on the Wavet Model⁴, and could include a regular agenda item monitoring compliance with is COMPACT.
- ***Estates/Buildings:*** Explore practical options by which CPFT might be able to support voluntary sector organisations (e.g. access to buildings).
- ***Service information*** Support the provision of accurate service information, accessible to staff across CPFT, third sector, other organisations, service users and carers.
- ***Feedback surveys:*** the previous survey provides a baseline that can be compared against any future surveys.

⁴ In the Cambridge area a cross agency forum has been developed over the last few years. A similar approach to this regular cross organisation forum should be developed across the rest of Cambridgeshire and Peterborough. This can be supplemented by a cross county/city council annual event, possibly building on forums already in existence (such as those hosted by CCG)

Appendix

a) Consultation Feedback from survey monkey



Data all
questions.pdf

b) Briefing paper and delivery plan



CPFT and Third
Sector COMPACT brie

c) Organisations contacted as part of consultation



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Sector Name List 15 C