

## Values

The Shropshire Compact is based on a number of shared values, to:

- Recognise the value and diversity of the voluntary and community sector
- Be open and transparent in our actions and expectations in working together
- Recognise the constraints within which we work
- Treat each other equally, fairly and with respect
- To work together to best serve local people and our communities



## Compact Outcomes

Work will take place to ensure the following outcomes are achieved:

- Increase understanding of the Compact and its value, among VCS groups and organisations and public sector colleagues.
- Increase use of Compact tools and resources among VCS groups and organisations and public sector colleagues.
- Increase promotion of the Compact through use of engagement and communication mechanisms.
- Increase levels of satisfaction among those who have received support to work to resolve Compact issues and concerns.
- Implement measures to monitor the effectiveness of the Compact.

## Compact Issues

The signatories to the Shropshire Compact are committed to working to resolve issues and complaints as early as possible. When good practice has not been followed issues should be raised in order that problems can be resolved. All partners require constructive feedback in order to improve. A Compact complaints procedure will accompany this document.

**Visit the website:** <http://vcsvoice.org/the-compact/compact-issues/>

If you require help of advice with Compact implementation contact the VCS Assembly using the following details:

**Email:** [VCSAssembly@shropshire.gov.uk](mailto:VCSAssembly@shropshire.gov.uk)

**Telephone:** 01743252740

**Website:** [www.vcsvoice.org](http://www.vcsvoice.org)

# Shropshire Compact



The Compact is an agreement between local public sector bodies and Voluntary and Community Sector (VCS) groups and organisations. The Compact sets out agreed values, principles and commitments. By setting out 'rules of engagement', organisations are better able to work together to serve local people and Shropshire's communities.

## To embed good practice in partnership working

The Shropshire Compact recognises that partnership working is essential in the commissioning and delivery of local services. It has been developed in partnership, following robust engagement within and across sectors. A Compact Review Group was established to ensure the Shropshire Compact 2013 has been developed in partnership and involved those who will play leading roles in its implementation.

### Compact Themes

The following themes have been developed to best highlight Shropshire Compact commitments...

