



Plymouth Compact and Codes of Practice

**Managing disagreements and disputes
related to the Plymouth Compact and
Codes of Practice**

1. The Plymouth Compact and Codes of Practice

1.1 The Plymouth Compact is an agreement between the local public sector bodies and the third sector to support and improve partnership working between the sectors. It is underpinned by the Codes of Good Practice, based on the national Codes which cover the following areas:

- Black and Minority Ethnic Communities
- Consultation
- Funding and Procurement

1.2 The Plymouth Compact and its Codes contain specific undertakings for each sector, as well as a series of joint undertakings, which aim to make a positive impact on partnership working in the city. In this context, the term “undertaking” commits partners to work towards the principle or action in question.

2. Why do we need a Conflict Resolution Procedure?

2.1 The Compact process is one of learning, development and dialogue, within which it is recognised that from time to time, disputes may arise which need to be resolved. This procedure relates specifically to disputes occurring between organisations who are party to the Plymouth Compact arising from commitments and undertakings contained within the Compact and its Codes.

2.2 Disagreements can be useful in identifying important issues, and by approaching them in a positive and mutually respectful way they can help to improve partnership working. The procedure is not intended to decide a winner or a loser, but is meant to help find a positive way forward that maintains and improves the working relationship.

3 Role of Compact Champions

3.1 In line with the agreed Compact commitment to ‘nominate a Compact Champion in each organisation to ensure that the Compact is fully implemented’, Champions are in place in Plymouth 2020 partner organisations.

3.2 Champions will take a lead role in helping to resolve any disputes that may arise around the commitments contained in the Compact and codes of practice in their organisations.

4. Dispute Resolution Procedure

4.1 Stage 1 – Resolving the issue between yourselves

- 4.1.1 If you are concerned that an organisation has breached the Compact you should contact the organisation directly to explain the nature of your concern, clearly stating which compact commitment you believe has been breached. The organisation should then follow its own internal procedures for dealing with complaints.

4.2 Stage 2 – Referring breaches to Plymouth 2020

- 4.2.1 If addressing the issue between yourselves does not provide an outcome satisfactory to both parties, either can refer the issue to Plymouth 2020 Local Strategic Partnership Support Team on 01752 304026 or email lsp@plymouth.gov.uk.
- 4.2.2 In referring breaches to Plymouth 2020 it would be helpful if you could identify the organisations concerned, the Compact commitment (s) over which the dispute has arisen, the nature of the dispute and what has already been done to try to resolve the matter.
- 4.2.3 Your complaint will be referred to the Third Sector Strategy Group which includes Compact related issues within its remit. A panel of Group members lead by the Chair or Chair's nominee will carry out an initial investigation and may ask to meet those representing one or both sides in the dispute.
- 4.2.4 If the Group accepts there has been a breach of the Plymouth Compact it will seek to mediate between the parties in order to reach a mutually acceptable solution.

4.3 Stage 3 – Referring breaches to Mediation

- 4.3.1 If the dispute has not been resolved satisfactorily either party can refer the complaint to the Compact Mediation Service which is provided by CEDR Solve (the Centre for Effective Dispute Resolution). www.cedr-solve.com/compact (fee charged will not be prohibitive for small groups)

You could also refer your complaint to:

Ombudsman for Local Government: www.lgo.org.uk (free service)

Ombudsman for Health: www.ombudsman.org.uk (free service)

4.4 The Compact Advocacy Programme

- 4.4.1 The Compact Advocacy Programme was set up by National Council for Voluntary Organisations (NCVO) to help third sector organisations use the Compact to improve their relationships with Government. The Programme provides practical support and wider campaigning to the sector in cases where the Government has not followed the principles agreed in the Compact.
- 4.4.2 They offer help and support on how to use the Compact, what principles have been breached and how to best challenge. As well as giving advice and support, they also advocate on behalf of organisations in cases of clear breaches.

For more information on the Compact Advocacy Programme and the support available go to: www.ncvo-vol.org.uk/compactadvocacy

5. Monitoring and evaluation

- 5.1 Disagreements can be useful in identifying important issues, and by approaching them in a positive and mutually respectful way they can help to improve partnership working. We will monitor any disputes or disagreements that arise as part of our annual review of how the Compact and Codes of Practice are working.
- 5.2 For the purposes of monitoring and evaluation the Plymouth Compact, all organisations should notify Plymouth 2020 of any disputes arising from the Compact, even where these are resolved within the organisation's own procedures. Details of individual disputes will be kept confidential.

For further information on the Plymouth Compact visit:

<http://www.plymouth.gov.uk/homepage/communityandliving/plymouth2020/lspourstrategies/lspcompact.htm>

For further information on the national Compact visit www.thecompact.org.uk.

Please contact 01752 304026 if you would like this document in another language or format.

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