This document is called the **Hertfordshire Compact**.

It talks about how different groups will work together in Hertfordshire.

This means groups like:

- Hertfordshire County Council
- the NHS in Hertfordshire
- the Police

They are called **statutory organisations**.
And other local groups who support people in Hertfordshire like:

- charities
- other groups that give people support. People called volunteers may give up their spare time to help with this

These groups are called the **voluntary and community sector**.

They are not part of the council or the government.

The Hertfordshire Compact says how all these groups can work together in the best way.

This will help make services better.

Services can be lots of things like:

- healthcare

- support to live at home or go out and do things

**Now you can find out what the Hertfordshire Compact says**
1. Helping charities and other local groups do their work

Things for statutory organisations to do

They should:

- make sure charities and local groups can still do the work they need to do even if they get support from people like the council, NHS or police

- give charities and local groups enough support and money to do the work they are asked to do

- give charities and local groups more information that can help them with their work
They should:

- see if charities and local groups can use their buildings and other things that may help them

- share information and plans to help everyone work better together

**Things for charities and other local groups to do**

They should:

- have good information to show why something is a good idea and why it will work

- make sure they do the work they need to do even if they get support from the council or other groups

- check how their work is going and what needs to change
Things for everyone to do

All groups should:

- help volunteers take part in planning and running services

- understand that groups they work with may have a different way of working

Follow the rules about what to do if there are any problems

- make sure they tell people if they plan to go to the newspapers or TV or use social media to say something

Social media is things like Facebook and Twitter

- help people know about this document
Working together to make good plans, projects and services

Things for statutory organisations to do

They should:

- make sure new plans, projects and services will work well for everyone and are a good way to spend money

- work with charities and other groups as soon as possible to make new plans, projects and services

Make it easy for them to work with the council and other groups
They should:

- **tell charities and local groups** if they want to find out what people think of a new project or service

  Give them enough time to ask people they work with what they think

  People may need 12 weeks to have a say.

- **tell charities and local groups** where possible how they used the information these groups gave them

**Things for charities and other local groups to do**

They should:

- **work with people like the council, NHS and police** when they make new plans, projects and services
They should:

- be clear who they are speaking up for
- use ideas that they can show are good and will work well

**Things for everyone to do**

All groups should:

- help people take part in planning and running services
- ask people what they think of new projects and services

Use what they say to make projects and services good

- work together to think about how new plans, laws and rules will work
Making sure projects and services are good

Things for statutory organisations to do

They should:

- help charities and local groups run more services

  Follow the law about doing this in the right way

- give money and support to charities and local groups in lots of different ways

- work to solve any problems that stop charities and local groups getting money to run services
They should:

- tell charities and local groups how they made the decision about giving them money

- give charities and local groups money for more than one year if this is best
  
  If not, say why this is not a good idea

- use good, clear and fair ways for charities and local groups to ask for money

- work with charities and local groups to agree the best way to check how the project or service is working
  
  Do this before they agree to work with the charity or local group or give them money

  Be clear about what information they need and how it will be used
They should:

- understand that charities and local groups can ask for money they need to run the project or service
  
  Like the cost of training

- make sure lots of different charities and local groups can help run services
  
  This is about the way they are given money

- make sure other groups who take part in this work do what this document says
  
  For example, groups that pay charities and local groups for the work
Things for charities and other local groups to do

They should:

- make sure they are the right sort of charity or group to get the money they are asking for
- make it clear how they will do the work they say they will
- make sure the people in charge of their group can make things work well and stop problems happening
- be clear and honest about how the service or project is working and what needs to change
They should:

- show why their service or project is good if they need to

- help people speak up about the service or project to the group that is giving the money for the work

- understand that they may have to tell people who is giving them money to run the project or service
Things for everyone to do

All groups should:

- look at how well different groups worked together on a project or service
- find out what people think about this

Making changes to projects or services

Things for statutory organisations to do

They should:

- work with the charity or local group to agree how to sort out any problems
  
  Do this before they decide to stop giving them money

- think about what will happen to people who are part of the project or service before they stop giving money

  Think about whether they should give money to another group to do this work
They should:

- talk to charities or local groups about any changes to money or support
  
  Do this as soon as possible and listen carefully to what they say

- tell charities and local groups in writing at least 3 months before they change something
  
  For example, the money or support they give them
  
  Say why they made this decision

**Things for charities and other local groups to do**

They should:

- make plans for when the money for the project or service will end

- have their say about how things are working if they are asked to
They should:

- say how changes to the money or support they get will affect people

Say any ideas to make this better

Things for everyone to do

All groups should make plans together for when the money and support ends.

Making things fair for everyone

Things for statutory organisations to do

They should:

- work with charities and local groups that support people who may be treated unfairly or need more support
They should:

- find out what these groups of people need and use this to make plans, projects and services

- make sure the charities and local groups that support these people have a fair chance to get money

**Things for charities and other local groups to do**

They should:

- show the group that gives them money how they can help with their work to make sure everyone is treated fairly

- do what they can to make sure everyone is treated fairly and gets on well together
Things for everyone to do

All groups should do what they can to make sure everyone is treated fairly and has a say.

To find out more about this document email: corporate.policyteam@hertfordshire.gov.uk

Pictures by Photosymbols