



# Social Contract

October 2013 (Final)

## Social Contract Objectives

Partners have agreed to enter into a Social Contract to ensure cohesive partner working and a sustainable programme. Many public sector initial projects have traditionally started with a top down approach, whereas the development of individual projects may have bottom up characteristics. It is important that partners manage how we work together better to deliver what the community requires against a backdrop of affordability. This will require innovative thinking, greater cooperation and culture change.

Over time key individuals may change or priorities alter affecting the relationships of the partnership. It is important that we maintain a consistent set of values, aspirations and objectives.

One Ilfracombe is responsible for developing a clear set of goals, which will have been shaped by the partners involved. The social contract will help maintain focus and motivation.

Heads of Terms:-

## PARTNERS

### Information- sharing and communication

1. Establish and maintain a protocol for sharing information ensuring any sharing of data complies with the appropriate policies and legislation;
2. Provide cost benefit analysis data (CBA) and social return on investment data (SROI) as requested where reasonable;
3. Continually maintain, review as well as strive to improve and encourage good channels of communication at all levels within each partner organisation;
4. Aspire to be completely transparent, but where necessary respect confidentiality;
5. Work with One Ilfracombe in relation to significant stories that result in press releases relating to our community;

### Co-ordination

6. Partners to maintain a spirit of co-operation and wherever possible encourage and support programmes affecting our community being coordinated and where appropriate delivered through One Ilfracombe (1);
7. Strive to minimise unilateral service delivery in our community, through integrated partner working and developing co-designed services as and when feasible;
8. Support programmes undertaken in the town so far as possible with resources as available;
9. Aim to deliver better value services in our community;
10. Support identified themes running at any particular time;

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11. Respective agencies should strive to educate/mentor/promote to all tiers of staff working within their organisation and with responsibility for working in our locality the value and importance of cohesive and joined up working through One Ilfracombe;
12. Help break down silos and remove barriers;
13. Notify One Ilfracombe whenever possible of funding opportunities that respective partners may be aware of to assist joined up thinking;
14. When commissioning services to be delivered in Ilfracombe, in the first instance aim to empower One Ilfracombe as the appropriate commissioning body. Where parties agree this is not appropriate, ensure commissioned service is co-ordinated and joined-up through and with the One Ilfracombe programme.

### **Community voice**

1. Recognise that Ilfracombe Town Council acts as the 'community voice', representative,
2. Support the principle of listening and responding to the community voice, and be prepared to plan programmes in a prioritised way to meet the community view, subject to funds being available;
3. Aim to deliver new and innovative ways to become more accountable to local people;
4. Community organisations either promoted or funded directly through One Ilfracombe, should be required to support the objective of One Ilfracombe;

### **Virtual Bank & finance**

5. Support the Virtual Bank;
6. Provide budget and spend data to One Ilfracombe's Virtual Bank, in line with pre-agreed criteria and format at least annually where reasonable;
7. Support the use of CBA / SROI data as an important KPI against which partners can measure value;
8. Help develop a local tariff structure;
9. Adopt an open book working relationship;
10. Share savings in accordance with pre-agreed criteria on a project-by-project basis;

### **Governance**

11. Endeavour to avoid developing internal policies that might undermine Localism and this agreement;
12. Encourage and support strong local governance arrangements;
13. Consult One Ilfracombe on strategic plans and objectives affecting the town;

### **Devolution**

14. Support the principle of localism and decentralisation;
15. Maintain a register of assets owned within our community and agree to share details relating to operations including financial, plus short, medium and longer term proposals for the asset. Allow One Ilfracombe to have first option to acquire surplus assets being considered for disposal subject to compliance with HMT guidance and Managing Public Money;

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16. Give a commitment to devolve and transfer appropriate assets subject to compliance with HMT guidance in Managing Public Money, whenever and wherever feasible, subject to agreeing a viable business plan. This should remain under constant review;
17. Give a commitment to devolve appropriate budgets whenever and wherever possible. This should remain under constant review;
18. Give a commitment to align and pool budgets at every opportunity wherever possible and where devolved budgets cannot be achieved

### Other

19. Partner representatives should whenever possible should attend structured events used to increase understanding of the One Ilfracombe vision;
20. Assist in making business cases to other parties where funding is sought;
21. Be prepared to train staff to act as ambassadors for the community they work in;
22. Do nothing to discredit the work of One Ilfracombe;
23. Agree that the initial social contract should be reviewed after a fixed period of time and updated as circumstances dictate;
24. Support the principle of collective responsibility where working together;
25. Use plain English in communications.

### ONE ILFRACOMBE

1. Establish and maintain a protocol for sharing information;
2. Fully support integrated working;
3. Act as a conduit for joined up working;
4. Develop objectives to support joined up working;
5. Help identify better value for money services;
6. Avoid working unilaterally in our community;
7. Work with partners in relation to any significant press releases relating to our community;
8. So far as possible be willing to provide representation at key partner events to help advance the education and information sharing surrounding Localism and decentralisation;
9. Help break down silos;
10. Work with Ilfracombe Town Council in its role as voice of the community;
11. Fully support planned outcomes;
12. Support programmes undertaken in the town with resource as appropriate;
13. Do nothing that might discredit agency partners;
14. Give a commitment to use devolved, aligned and pooled budgets together with surpluses generated as effectively and efficiently as possible that assist partners and best serves the community;
15. Assist in making business cases to other parties where funding is sought;
16. Support the principle of localism and decentralisation;

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17. Be prepared to support the training of staff to act as ambassadors working in our community;
  18. Strive to deliver new and innovative ways to become more accountable to local people;
  19. Give a commitment to maintain and promote the Virtual Bank;
  20. Remain transparent at all times;
  21. Support the principle of listening and responding to the community voice, and be prepared to plan programmes in a prioritised way to meet the community view, subject to funds being available;
  22. Continually review and strive to improve and encourage good channels of joint communication;
  23. Endeavour to seek funding opportunities;
  24. Create a Business Plan and keep under regular review;
  25. Ensure professional financial recording and reporting is maintained at all times;
  26. Fully comply with English law;
  27. Be innovative and entrepreneurial;
  28. Support identified themes running at any particular time;
  29. Strive to identify savings and prioritise how best they should be reinvested;
  30. Assess and manage reputational risk to all so far as it is possible to do so.
  31. Agree that the initial social contract should be reviewed after a fixed period of time and updated as circumstances dictate;
  32. Support the principle of collective responsibility where working together;
  33. Aspire to be completely transparent, but where necessary respect confidentiality.
- Use plain English in communications.

### **DEPARTMENT FOR COMMUNITIES AND LOCAL GOVERNMENT**

1. Encourage Localism thinking within and across central government departments and promote the approach throughout local government
2. Provide 'in kind' support from April 2013 onwards in order to implement the new model.
3. To commit to working together on robust cost benefit analysis to prove the longer term cost savings of the new way of working and to participate in discussions regarding the reinvestment of savings.
4. To commit to working together on longer term evaluation, including the tracking of the interventions, costs and life outcomes of the One Ilfracombe programme over the next three years.
5. To champion consistency of approach across Whitehall, so that the value of preventative interventions is recognised with locally-tailored service delivery endorsed as the norm wherever possible.

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*This document is intended to be a statement of principles only and does not and shall not be taken as imposing legal obligations on any party.*

### **Social Contract Agreement -**

Member organisation .....

Signed by (on behalf of the above organisation .....

Printed Name and title .....

Date .....

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