

# Slough Compact Protocols

## Communication

Communication between the voluntary and community sector and the public sector should be clear, concise, effective, easily understood and should meet the needs of a diverse community.

Good communication is the cornerstone of a positive working relationship and shows mutual respect. It must focus on ensuring that the right people are targeted at the right time and in the right way.

**There is common agreement** that the following things are necessary for good communication and will be put in place by each partner:

- Positive feedback is essential and underpins a strong relationship.
- Up-to-date contact information should be readily available and each partner undertakes to provide this.
- A single point of contact for enquiries, problems, questions and information is the most effective method of accessing public sector bodies and voluntary and community organisations and where possible this will be made available.
- Existing networks such as Partnership Boards and the Community Care Forum as well as specific events such as the Volunteering Fair, Funding Fair and Slough Focus should be used as opportunities for sharing information.
- Both sectors agree to ensure that communication is available at the right time and in good time, for example advance notice of meetings, to allow for any preliminary work or actions to be carried out.
- Information about key policy, service or personnel changes and the promotion of important events should be shared promptly and clearly.
- From time to time it may be helpful to share information and publicity.
- Each sector recognises that it may be necessary and important for partners to make public statements that reflect its policy and approach to issues but that they will endeavour to respect the position of others.

The Public Sector will:

- Undertake to develop and put in place suitable methods of communication to improve its contact with the Voluntary and Community Sector.
- Publish communication strategies (where these exists) and provide a forward plan.
- Use a variety of appropriate and proactive communication methods that take into account accessibility and knowledge of recipients.

The Voluntary and Community Sector will:

- Recognise and adhere to internal public sector systems for communication when it is shared.