

# CommUnity Agreement







# Introduction

Our **North Lanarkshire CommUnity Agreement** sets out our shared, core values and guiding principles to strengthen how residents, the Community and Voluntary Sector (CVS), public sector and business sector work together for a better North Lanarkshire. This includes better joint working to deliver our Plan for North Lanarkshire, nine Local Outcome Improvement Plans and linked strategies on key issues.



This Agreement and Implementation Plan reflect the views of just over 500 people in North Lanarkshire who participated in discussions during 2022-23 in various ways including online discussions; community-based focus groups and conversations; and a highly participatory “design day”.

Participants in these discussions were diverse and included:

- residents
- members of Community Boards and Strategic Leadership Board
- staff and volunteers from Community and Voluntary organisations
- staff from public sector bodies, including North Lanarkshire Council, NHS Lanarkshire, Police Scotland and Scottish Fire and Rescue Service.



This CommUnity Agreement and complementary Implementation Statement are available in different, accessible formats including audio and easy read and will be provided in different languages as required.

The Agreement and Implementation Statement were launched in April 2024.

Progress in implementing the Agreement is reviewed every six months to support learning and continuing improvement in how we all work together for a better North Lanarkshire, with annual, published updates.



# Our Shared Values and Guiding Principles

Values	Guiding Principles
<b>Wellbeing, Fairness, and Sustainability</b>	<p>We all work together to:</p> <ul style="list-style-type: none"> <li>• improve people’s lives in North Lanarkshire – including people’s mental, physical, social, economic and environmental wellbeing</li> <li>• reduce inequalities and protect human rights</li> <li>• protect our natural environment and support sustainable solutions to our social and economic challenges which do not harm the natural world on which our wellbeing depends</li> <li>• increase “community wealth” to achieve these goals.</li> </ul>
<b>Appreciation, Trust and Accountability</b>	<ul style="list-style-type: none"> <li>• We work together for a better North Lanarkshire with honesty, openness and genuine appreciation of residents, communities, partners and stakeholders.</li> <li>• We develop, agree and deliver our policies and plans in an empowering and participatory way informed by:               <ul style="list-style-type: none"> <li>- the needs and views of residents and communities - supported by good public engagement practice in line with the <a href="#">National Standards for Community Engagement</a></li> <li>- the views of public, community and voluntary and business sectors</li> <li>- evidence of what works</li> <li>- available resources.</li> </ul> </li> <li>• We evaluate the impact of our policies and plans on an ongoing basis.</li> <li>• We learn from evaluation and other feedback to support ongoing improvements to achieve our ambitions.</li> <li>• We report publicly in an accessible way on our:               <ul style="list-style-type: none"> <li>- plans and achievements</li> <li>- challenges and opportunities</li> <li>- learning and improvement plans.</li> </ul> </li> </ul>

Values	Guiding Principles
<b>Aspirational, Creative and Collaborative</b>	<ul style="list-style-type: none"> <li>• We are committed to working well together to achieve the best outcomes possible for our people and communities.</li> <li>• We are open to exploring and implementing creative, new and/or improved approaches to achieving our ambitions collaboratively between the public, community and voluntary and business sectors, including co-design, sharing and pooling resources and joint delivery – applying effective “<a href="#">co-production</a>” approaches.</li> </ul>
<b>Respect, Care and Inclusion</b>	<ul style="list-style-type: none"> <li>• We are welcoming and supportive of others.</li> <li>• We treat everyone with care and consideration.</li> <li>• Our communications are accurate, clear, timely and accessible.</li> <li>• We support residents and partners to share their views and have meaningful opportunities to contribute to decisions about their lives and communities.</li> <li>• We listen to people and value their contributions.</li> <li>• We appreciate and consider different views and perspectives.</li> <li>• We invite and welcome positive and critical feedback.</li> </ul>



# Implementation Statement by Members of North Lanarkshire Partnership Strategic Leadership Board

The Plan for North Lanarkshire sets a clear direction to make North Lanarkshire the place to Live, Learn, Work, Invest and Visit. The Plan's ambitions for inclusive growth and prosperity for all, where children and young people realise their full potential; people are encouraged, supported and cared for at each stage of their lives; and local communities thrive, are shared by North Lanarkshire's community planning partners. Collectively, we will work with our citizens, communities, businesses and the community and voluntary sector to ensure North Lanarkshire is a place we can all be proud of.

As members of the North Lanarkshire Partnership Strategic Leadership Board, we commit to working together effectively to provide ambitious and accountable leadership to achieve a better North Lanarkshire for all as envisaged through The Plan for North Lanarkshire and the individual Local Outcome Improvement Plans published by our nine Community Boards.

We will do this by practising the values and principles of the CommUnity Agreement and championing wider support and implementation in all our communities and in all organisations in the public, community and voluntary and business sectors in the following ways.

## 1. Effective Public Communications and Engagement

We will facilitate citizen participation, influence and contribution on the services and issues that matter to them. This will help us understand and appreciate differing public needs, priorities and views to inform all the work we do with our local communities and people who use our services.

To achieve this, we will support a mix of creative and established approaches and methods to enable wide public engagement - including by groups who do not usually engage. This will include the following.

- Using creative approaches to support positive, empowering public engagement such as 'appreciative inquiry', place based approaches and 'participatory budgeting'.
- Exploring and being open to new approaches, particularly where these will help us to reach people who do not normally participate.
- Allowing sufficient time to enable meaningful and effective public participation.
- Providing information in accessible formats, including different languages as needed.

- Supporting opportunities for citizen participation through informal events such as community conversations, listening events and focus groups.
- Supporting more formal public engagement through community bodies, structured groups and networks. For example:
  - groups for unpaid carers, service users, tenants and residents, young people.
  - community and voluntary sector networks and forums.
  - our Community Boards and our Community Solutions Locality Consortia.
- Strengthening and empowering community and voluntary organisations' capacity to engage in community-led service design and delivery.
- Encouraging and supporting community bodies, groups and networks to assess and review all they do to strengthen their effectiveness and contribution.
- Using effective online platforms to improve provision of digital information, increasing opportunities for digital participation and supporting digital inclusion by residents and service users.





## 2. Appropriate Attitudes, Behaviours and Working Relationships

We will champion collaboration and create the culture, within our own individual organisations, our North Lanarkshire Strategic Leadership Board and linked Community Boards, that values and supports effective community engagement and places citizens and communities at the heart of service delivery.

We will empower and enable our staff to engage and work collaboratively with service users and residents in designing and delivering services that are responsive to their needs and priorities.

We will ensure that staff in our own organisations, members of our Community Boards and members of other North Lanarkshire-wide and local partnership forums, receive necessary training, guidance and support so they are able to apply the values and principles of the CommUnity Agreement through their work.

This will include a commitment to ongoing learning, improvement and innovation within our organisations, across our partnerships, in our communities and with business organisations to support delivery of the CommUnity Agreement, The Plan for North Lanarkshire and Local Outcome Improvement Plans.

## 3. Partnership Arrangements

We will ensure that our partnership structures and collaborative working arrangements fulfil the values and principles of the CommUnity Agreement to support effective delivery of our shared ambitions in The Plan for North Lanarkshire and Local Outcome Improvement Plans.

We will work collectively to embed our partnership culture across all partner organisations, sectors, Community Boards and Local Partnership Teams, fostering our shared vision and values.

We will remove organisational barriers, embrace reflective practice and support cultural change.

## 4. Accountability and Openness

We welcome scrutiny and challenge in terms of implementation of our CommUnity Agreement and delivery of our plans and commit to respond constructively and transparently to concerns - making improvements wherever possible.

We will communicate honestly about funding and other challenges and the impact this will or may have on the delivery of our plans and services.

We will ensure publication of annual, public reports to share progress in fulfilling the values and principles of the CommUnity Agreement and delivery of our Plan for North Lanarkshire and nine Local Outcome Improvement Plans.



## Our Commitment

We, the undersigned, confirm our commitment - collectively and as individual agencies - to support the effective implementation of our CommUnity Agreement as set out in this statement.

- Community and Voluntary Sector Partnership Group: *Chairperson*
- NHS Lanarkshire: *Board Chairperson and Chief Executive*
- North Lanarkshire Council: *Councillor representative on North Lanarkshire Partnership Strategic Leadership Board and Chief Executive*
- Police Scotland Lanarkshire Division: *Divisional Commander*
- Scottish Enterprise: *Engagement Manager*
- Scottish Fire and Rescue Service: *Area Commander Lanarkshire*
- University Health and Social Care North Lanarkshire: *Chief Officer (Health and Social Care)*
- Voluntary Action North Lanarkshire: *Chief Executive Officer*

April 2024









