

What to do when the Compact isn't working

Oxfordshire Compact Mediation Process

To be read in conjunction with the Oxfordshire Compact

Background

1. The Oxfordshire Compact¹ is based on and encourages joint working and consensus but it is recognised that some issues may arise as it becomes more widely used. The Compact Steering Group is committed to preparing a process for dealing with such issues. This protocol, therefore, sets out a procedure for dealing with problems involving the application of the Compact or its principles.
2. The Compact Steering Group has used some of the principles of the National Council for Voluntary Organisations Compact Advocacy Toolkit² and agreed some local principles to develop the protocol.

Process

3. The flow chart at **annex A** provides an overview of the two stage process. It is based on the principles set out in paragraph one and recommends working with the organisation to solve the problem in the first instance.

Stage One [bold text on the flow chart]

4. Stage one of the flowchart shows the way we would expect the majority of issues to be dealt with; the process is relatively simple to follow. It is the informal part of the process and should help to resolve most issues. This avenue must be followed and exhausted before moving onto the following stages. Contacts for public authorities when referencing the Compact are listed in **Table A**.

Stage Two [normal text on the flow chart]

5. The Compact Steering Group, which generally meets four times a year, will oversee the mediation process. It will also form a mediation sub-group to help solve problems which cannot be solved using stage one of the process. This is stage two of the process. The membership of the sub-group will vary, depending on the issue and the organisation raising it but will have a balance of statutory sector and voluntary sector members.

Implementation

6. The Compact Steering Group agreed this protocol at its March 2006 meeting and agreed to implement it with immediate effect. The Steering Group welcomes ongoing feedback on the effectiveness of the protocol.

¹ Oxfordshire Compact www.oxfordshire.gov.uk Community and Living section

² NCVO Compact Advocacy Toolkit www.ncvo-vol.org.uk

Annex A - mediation process flowchart

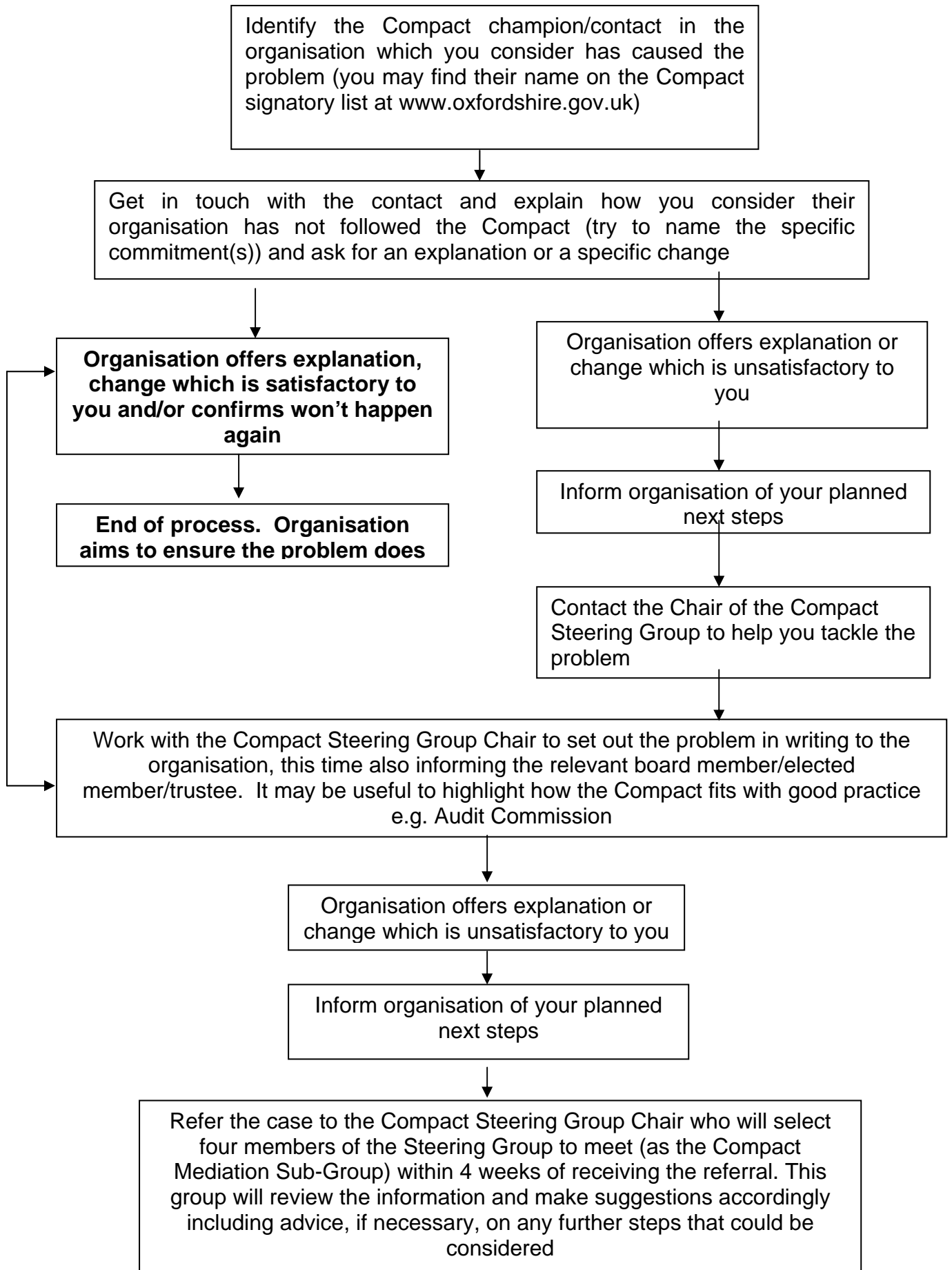


Table A - mediation process public authority contacts

Public Authority	Officer / role	Telephone for authority
West Oxfordshire District Council	Community Development Manager	01993 861000
Cherwell District Council	Community Development Officer (Voluntary Sector)	01295 227001
Oxford City Council	Business Manager	01865 249811
Vale of White Horse District Council	Head of Community Strategy	01235 520 202
South Oxfordshire District Council	Corporate Projects Officer	01491 823000
Oxfordshire Primary Care Trust	Health Improvement Principle	01865 336 800
Oxfordshire County Council >	Corporate Core Head of Partnership Working	01865 792422
	Corporate Core Corporate Customer Service Manager	01865 792422
	Corporate Finance > Assistant Head of Finance	01865 792422
	Community Safety > Fire & Rescue > Risk Reduction and Strategic Partnerships Manager	01865 792422
	Social & Community Services > Head of Strategy and Transformation	01865 792422
	Children, Young People & Families > Commissioning, Performance and Quality Assurance > Strategic Lead	01865 792422
	Shared Services > Head of Shared Services	01865 792422
	Environment & Economy > Sustainable Development Service > Group Manager	01865 792422