

# Royal Borough of Greenwich Voice and Influence Charter

We share an ambition to be part of the Royal Borough of Greenwich where every stakeholder is equal, valued and can contribute to developing and improving services for local communities

<b>AS AN ORGANISATION WE WILL</b>
<b>Statutory and Voluntary Sectors</b>
Abide by the standards and definitions set out below
Work with organisations and communities to get the voice of seldom heard communities, particularly those subject to discrimination, prejudice, and reduced opportunities
Work with others to identify funding and resources to support small organisations and individuals to engage on things that matter most to them, applying the principles of full cost recovery
Share learning with one and other and put in place monitoring and evaluation to assess the effectiveness of our work
Establish meaningful and respectful relationships in order to deliver for all communities in the Royal Borough of Greenwich
Build on existing good practise around Voice and Influence nationally and internationally
<b>Statutory Sector Only</b>
Regularly contribute to the central Voice Hub <sup>1</sup> and provide up to date and accessible information <sup>2</sup>
Contribute to/support the design of training and networking on how services work, and take part in the training and networking sessions
Engage in discussions and be transparent about how public money is being allocated
Use a variety of methods to capture the full range of voices in the local community, virtually and face to face
Ensure there is an effective feedback loop about how voices have led to change
Engage with the relevant parts of the Royal Borough at the earliest stage around the creation and/or development of strategies and services

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<sup>1</sup> The Voice Hub will be a place where anyone in the statutory or voluntary sector can go to find out how to work together to improve services/policies. Up to date information, training, networking support, advice and case studies will be available. The hub will be a place where effectiveness of voice can be monitored and where there is an overall map of what is available

<sup>2</sup> Provide update to date information on our activities, services, forums, and boards, as well as the names, job titles and up to date contact details of key individuals to liaise with

## Definitions

<b>Communication</b>	Openly sharing and promptly disseminating information to, between and/or with stakeholders
<b>Consultation</b>	Process of actively and meaningfully engaging with stakeholders, either formally or informally, in order to discuss and receive feedback on a proposed concept
<b>Co-Design</b>	Collaboration with stakeholders in the design of projects, programmes, services and/or activities to ensure they are usable and meet the needs of local communities
<b>Co-Production</b>	A relationship between all stakeholders in the planning, designing, delivery, and evaluation of projects, programmes, services and/or activities, recognising service users are subject matter experts

## Standards and Ways of Working

<b>Clarity of Purpose Regarding Consultation</b>	Project, programme, service and/or activity leads will be clear about where influence is being sought and any constraints around topics
<b>Compensation</b>	Small groups and organisations with a turnover of less than £70,000 to be provided with an attendance fee of £30 per hour for engagement with and involvement in consultation, co-design and/or co-production meetings and workshops
<b>Evaluation</b>	Inter-sector working around co-design and co-production to be reviewed and evaluated on an annual basis, with adjustments and improvements being made as and when required
<b>Language</b>	All information to be easy to read, using lay-language where possible, with all key terms and acronyms being expanded upon and explained
<b>Methods</b>	A variety of engagement processes will be utilised to ensure barriers to participation can be overcome, including face-to-face and virtual meetings, workshops, trainings and networking events
<b>Preparation</b>	All documentation for meetings, workshops, trainings, and networking events to be sent to delegates at least one week in advance
<b>Project Initiation</b>	Plan to engage with all stakeholders from the very beginning of the development of projects, programmes, services and/or activities rather than in the middle or at the end of the process