

COMPACT AT WORK



Sunderland: Creating new ways to learn about the Compact

The Sunderland Compact e-learning programme was developed over a period of several years. It was initially developed with the aim of helping staff at Sunderland City Council to better understand the role of the voluntary and community sector in the city, and to provide them with a good understanding of the Compact agreement. Since then, it has also been rolled out to VCS and other statutory sector partners.

Impact

The Sunderland Compact e-learning programme was developed so that it can either give a quick overview of the Compact or a more in-depth training session into one or more of the Sunderland Compact's Codes of Practice - each module can be taken on a stand-alone basis.

When first introducing the programme, Sunderland City Council agreed to roll it out via the Council's Corporate Communities Group, and each Directorate's representative was tasked with compiling a list of officers at the Council who have primary contact with the voluntary and community sector (VCS), along with which modules they were to undertake.

While the programme is available for any officer to take via the e-learning portal, the council's Corporate Training Function (who developed the package) ensured that each officer who worked directly with the VCS was notified of their requirement to complete the learning.

A number of lessons were learnt from the implementation of the e-learning modules, which are leading to improvements in practice.

These included:

- E-learning is an effective way to spread Compact knowledge to a wide audience.
- The modules need to be kept up-to-date, something which is not always easy if there is a need to restructure staffing. Responsibility for the training package should have a 'home' within a team.
- Some organisations may require additional support to accompany the e-learning. In Sunderland, organisations have been asked to come forward and request that someone deliver an accompanying training session.
- E-learning is not a panacea and effort need to be made to ensure that it feels relevant to participants.

A sign of the success of the project is that a number of other councils have been in contact with a view to developing a similar training programme.

Published:
November 2012

Theme:
Implementing
Compact

Compact name:
Sunderland
Compact

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Compact Principles

2: Designing policies
and services

3: Delivering
programmes and
services

Tags

Local Compacts

Engagement

...Continued

Summary

The e-learning programme has been developed in such a way that it can either give a quick overview of the Sunderland Compact or a more in-depth training session into one or more of its accompanying Codes of Practice.

Within the City Council, it was agreed that roll out of the programme would be done through the Corporate Communities Group, with each Directorate's representative being tasked to compile a list of those officers who have primary contact with the Voluntary and Community Sector, along with which modules they were to undertake.

Each module gives:

- An introduction to the purpose of the programme
- An introduction to the code of practice, including definitions
- Information on the key principles of the code of practice
- Information on the general commitments of the code of practice
- A self-assessment to identify training and support needs
- A set of questions to self-check your learning in the module
- Information on what to do if you feel there is a compliance issue
- Key contact information
- A certificate of completion



Relevant Compact Principles

- 2: Designing policies and services
- 3: Delivering programmes and services

Related links

- [Sunderland Partnership](#)
- [Sunderland City Council](#)

A screenshot of an e-learning module. The title is 'Why do we need a Funding and Procurement Code of Practice?'. Below the title, it says 'This case study demonstrates why the Funding and Procurement Code of Practice was produced, and what can happen when organisations do not follow its guidance.' There is an illustration of a traffic light with red arrows pointing to each light. Text next to it says 'Roll your mouse over each traffic light to see how the situation unfolded.' At the bottom, there are 'Back' and 'Forward' buttons and a progress bar. The Sunderland City Council logo is in the bottom right corner.