



## **INFORMATION & COMMUNICATION**

### **Code of Practice**

#### **1.0 AIM**

- a) To raise awareness, build knowledge and understanding between Partners concerning all aspects of information and communication mechanisms.
- b) To increase and facilitate the flow of appropriate, relevant information and communication between partners.
- c) To increase accessibility of information– for example through investigating opportunities for greater use of shared information and communication systems, common templates etc.
- d) To promote the importance of timely information provision and communications and the necessity to build provision for cross communication into working practices.

#### **2.0 SHARED VALUES**

- 2.1 All partners recognise the value of accessible information and communication:
- a) To support and empower communities to take collective action about issues that affect them and influence policy decisions about how services are delivered;
  - b) To inform users and beneficiaries of the range of services available and enable them to exercise choice;
  - c) To avoid duplication of effort and maximise resources by sharing information between different departments, organisations and sectors and where appropriate issue joint information and communication bulletins;
  - d) To promote access to and use of new technologies for all;

e) To promote access to shared information;

2.2 Partners recognise the value of shared information and agree to respect confidentiality

### **3.0 VOLUNTARY & COMMUNITY SECTOR UNDERTAKINGS**

a) To encourage volunteers, members, trustees and employees to participate in training to raise skills in information management, public relations, communication and new technologies;

b) To support infrastructure organisations and networks which raise the profile of the needs of individual organisations, neighbourhoods, communities of interest and voluntary and community sector as a whole;

c) Work collectively and contribute to voluntary and community sector wide newsletters, networks, e-mail groups and web-sites to maximise information exchange;

d) To be clear about what information and communication channels individual organisations currently hold and the ability to share this information;

e) To work towards common information systems to allow for easier exchanges of information;

f) To recognise, adopt and improve quality standards in information and communication work;

g) To publish the Compact, associated workplans and progress towards targets on their web-site where appropriate.

### **4.0 STATUTORY SECTOR UNDERTAKINGS**

a) To raise the profile – both internally and externally – with their organisations about resources such as funding, equipment and advice available to support the voluntary and community sector;

b) To provide contact details for people who have or who could potentially have a specific role to liaise with and support the voluntary and community Sector, with an explanation of services offered;

c) To provide access to information – describing their organisational structure, priorities and strategic plans and a clear explanation of decision making processes;

d) To improve access to minutes/notes of public meetings, reports and other public documents addressing barriers for excluded communities, for example by publishing/making accessible such documents in a

variety of fonts, languages and media;

- e) To publish the Compact, associated workplans and progress towards targets on their web-site;
- f) To provide administration for meetings of the North Yorkshire Compact Working Group and ensure that all members of the North Yorkshire Compact Steering Group are kept informed of changes and developments and consulted appropriately (This will be undertaken by NYCC);
- g) To make available to the voluntary and community sector specialist services where there is the capacity to do so;
- h) To utilise new technologies as far as possible to assist with the fast, efficient, effective flow of information, recognising that not all other organisations may be so well equipped technologically and to make provision accordingly;
- i) To ensure all communication is appropriate and targeted effectively;
- j) To work towards common information systems to allow for easier exchanges of information;
- k) To communicate to staff the existence of the Compact and the importance of communicating effectively with the voluntary and community sectors;
- l) To take advantage of all communication mechanisms and techniques;
- m) To recognise the varying levels of capacity and ability in the voluntary and community sectors to access new and existing communication technologies and to make provision accordingly.

**This document can be made available in alternative formats (such as large type or audio) and other languages – please contact North Yorkshire County Council on 01609 780780**

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