

Jargon Buster

One Knowsley may have introduced you to some new language within our work - here's a useful guide

Agile organisation	One that is quick in responding to changes in its marketplace or environment.
Asset-based approaches	Bringing people and communities to come together to achieve positive change using their own knowledge, skills and lived experience of the issues they encounter in their own lives.
Civil society	Considered as a community of citizens linked by common interests and collective activity.
Co-design	An approach to design attempting to actively involve all stakeholders, such as customers, employees and partners in the design process to help ensure the result meets their needs and is usable.
COMPACT	A voluntary agreement between the public and third sector that sets out commitments for the foundation for a productive relationship between government and third sector organisations.
Connectivity	The positive experience of feeling close and connected to others without working in isolation.
Co-production	Delivering public services in an equal and reciprocal relationship between professionals, customers, their families and their neighbours.
Corporate social responsibility	A company's sense of responsibility towards the community and environment (both ecological and social) in which it operates.
Critical friend	An encouraging and supportive person, who also provides honest and often candid feedback that may be uncomfortable or difficult to hear.
Digital inclusion	Access, skills and motivation to confidently go online to access the opportunities of the internet.

Evidenced data	Proof that supports a conclusion.
Impact	The effect an organisation's actions have on the well-being of communities.
Policy roundtables	Small group discussions not open to the public where attendees are on an equal footing and have an equal right to participate in topics that are usually identified beforehand.
Regulatory environment	Where rules state which conditions must be met by an organisation to produce valid results, services or goods of a guaranteed level of quality.
Social action	People coming together to help improve their lives and solve the problems that are important in their communities.
Social business	One whose purpose is to solve social problems in a financially sustainable way.
Social economy	Based on co-operative, not-for-profit, and voluntary rather than paid activities carried out within communities.
Social enterprise	An organisation that applies commercial strategies to maximise improvements in financial, social and environmental well-being.
Social Justice	Social justice is a concept of fair and just relations between the individual and society. This is measured by the explicit and tacit terms for the distribution of wealth, opportunities for personal activity, and social privileges.
Social return on investment	A principles-based method for measuring extra-financial value not currently reflected or involved in conventional financial accounts.
Strategic partnerships	An arrangement between two organisations that help each other or work together, to make it easier for each of them to achieve success.