



Haringey
**Community
Collaborative**

NavNet+

Policy and Guidance (January 2025)

NavNet+ (Navigation Network Plus) is an online platform for Haringey's Voluntary and Community Sector (VCS) to share information, knowledge and news, develop collaboration and partnership working, highlight best practice through shared guidance, and to ensure that workstreams, projects and resident services are not duplicated.

It's managed by Haringey Community Collaborative.

It is a free 'Community of Knowledge' with a bank of invaluable resources and information accessible to the members of NavNet+ that will grow engagement and strengthen networks, improve community cohesion and communication, and influence VCS growth strategies and priorities.

The NavNet+ platform welcomes Community Navigators, Social Prescribers and other navigation, health and care professionals to share knowledge, information and advice.

Trust and mutual respect are the foundation cornerstone of this NavNet+ Policy and Guidance document.

Our framework for development incorporates the values set out below, which stand as the guiding principles of NavNet+.

What is Acceptable in the Group:

- Posts are centred around and reflect VCS practices and resident care and support.
- Posts contain content that is relevant or helpful to Haringey's VCS.
- All posts are positive, respectful and courteous.
- Be transparent, so members feel confident and comfortable when asking questions or seeking clarification.
- All events advertised on the group are non-profit making,
- A maximum cost of up to £10 to cover overheads is acceptable. The charge needs to reflect what is affordable to the community you support.
- Diversity and inclusion are evident in posts and shared materials.
- Introduce yourself so people know who you are and what your organisation does.
- Remember NavNet+ is a platform to empower.

When signing up to NavNet+ please use your first name (you're also welcome to add your surname too) and part of your organisation's name so that your profile name appears something like this:

'First name – Community Collab'

What is Not Acceptable in the Group:

- Don't share personal information on this platform.
- Responses to queries should be supportive and related to the subject in question.
- Criticism of individuals or organisations should be made through the relevant organisation's complaints procedure.
- Messages that are derogatory towards individuals, groups or organisations are not acceptable on this platform.
- NavNet+ is not a forum for posting personal opinions or pursuing personal agendas, including political or religious views.
- Members of the NavNet+ group can only be directly contacted, outside of the group chat, once consent is given by that member.
- Criticism and complaints relating to individuals or organisations should not be made in the NavNet+ group. Complaints should be

made through the relevant organisation's complaints procedure. If your complaint relates to a member of staff managing NavNet+, the organisation managing NavNet+, or the Haringey Community Collaborative, you can raise a complaint via the [Public Voice complaints procedure](#).

Posts are monitored continually from Monday to Friday.

On becoming a member of the NavNet+ community you agree to abide by this group policy and understand that contravening these guidelines will result in you being removed from the group.

We welcome any feedback or suggestions on how the forum could be improved to better support the VCS.

If you would like to contact us or have a query, please do so via email to hello@haringeycollaborative.org