

## Partnership Workshop – Power point free zone! 😊

### Partnership

The relationship between two or more people or organisations that are involved in or share the same activity

Cooperation between people or groups working together

Collaboration

Relationship

Companionship

Alliance

### Partnership working – Sorted

Identified a need for partnership working.

For referrals onto the programme

For diversity of skills required

To maximise minimal resources

We were actively integrating our service into other agencies. There was little resistance as we were enhancing provision. We were not seen as a threat and we were funded differently.

We made an offer to enhance existing service provision

We offered our premises for key worker meetings with clients, peer support and plenty of tea and coffee.

We made the partnership simple by offering clear information about our aims, ambitions and expectations. We also actively sought the same information from our partners.

Clients came to us fully informed, motivated to join the Sorted programme, fully supported and with a clear route and direction.

We now support a range of voluntary and statutory organisations including Social Work, Drug Treatment and Testing Orders (DTTO) and Edinburgh Prison.

Partnership is important for our clients not only at the referrals stage, but as exit and onward destinations stage too. Sorted networks with a range of agencies, community based services and further and higher education. We also liaise with employers. This gives our clients a goal and a feeling of optimism in that they will choose another step forward at the end of the Sorted Programme. They know that there are opportunities available and they will be in a good place to take them.



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The workshop splits into three groups.

**Group 1 Starting a partnership**

Please identify within your group the essential elements required in order to start a partnership and what the challenges might be.

**Group 2 Developing a partnership**

Please identify within your group a range of elements required in order to develop a partnership in order for it to become established and successful.

**Group 3 Evaluating the partnership – describe findings**

Please discuss and identify different ways of evaluating the successful partnership and consider what the findings might be.



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## **Starting**

- Identify common working practice and compatible service delivery
- Identify benefits for service users
- Identify the need for partnership working
- Identify benefits for organisations and stakeholders
- Identify common goals
- Identify what each agency brings to the partnership
- Set clear objectives
- Agree roles and responsibilities
- Identify who will evaluate the partnership work
- Identify how the partnership work will be evaluated
- Draw up a service level agreement
- Commit organisationally to the partnership
- Share the message and information with each member of staff

## **Developing**

Each organisation is making the best use of its skills and resources, and working towards common goals.

Identify what those skills, resources and common goals are and disseminate the information to interested parties. Let others know that it's working.

Promote the partnership work and promote each other through ordinary activities, meetings, reports, promotional activities. Normalise the partnership.

Develop common working practice and consider simplifying practical work such as record keeping and sharing information.

Highlight and celebrate success through partnership working.

Show how a client can benefit from a strong partnership, whether that is additional and relevant support, a smoother journey from one destination to another, a quicker outcome etc.

## **Evaluating**

- Approach stakeholders for their views
- How effective is the partnership in your view?
- How effective is the partnership in your stakeholders view?
- Consider an external and independent evaluation.
- Seek not only evaluation, but also opportunities for development.
- Involve service users in evaluation



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## **Challenges and successes presented in partnership working**

A clear understanding of how each partner works and why they work in certain ways. Understanding that often the policy context in which some organisations work means that some aspects of service delivery can not be changed.

Capacity and willingness of partners to embrace and manage change.

Appreciating each others successes and the value they bring to the partnership

Interagency working can be complex because partners are located differently and often controlled institutionally by different policy frameworks. Consider a partnership between a voluntary agency, a prison, social work, housing and Job Centre Plus. Consider the constraints, working practices, policy frameworks and various agenda that the various agencies will have individually and collectively. That's before we even start thinking about how we work together to share information and offer a seamless service for clients.

The strength lies in being able to work together in order to design a framework for partnership. Develop workable and practice based guidelines for service delivery teams and individuals. Partnership working is an ongoing process and will shift and change just as systems and structures we work within shift and change.

Good partnerships can often develop because of the relationships and personalities of staff.

**By communicating clearly and keeping the client and the common goals in mind, then partnership working offers effective solutions for our service users.**



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