

Partnership Working

The need to deliver
person-centred
services
collaboratively.



Partnership Working

Co- Existance

“ You stay on your turf, and I will stay on mine”

Cooperation

“I’ll lend you a hand when my work is done”

Coordination

“We need to adjust what we do to avoid overlap and confusion”

Collaboration

“ Lets all work on this together”

Co- Ownership

“We all feel totally responsible”

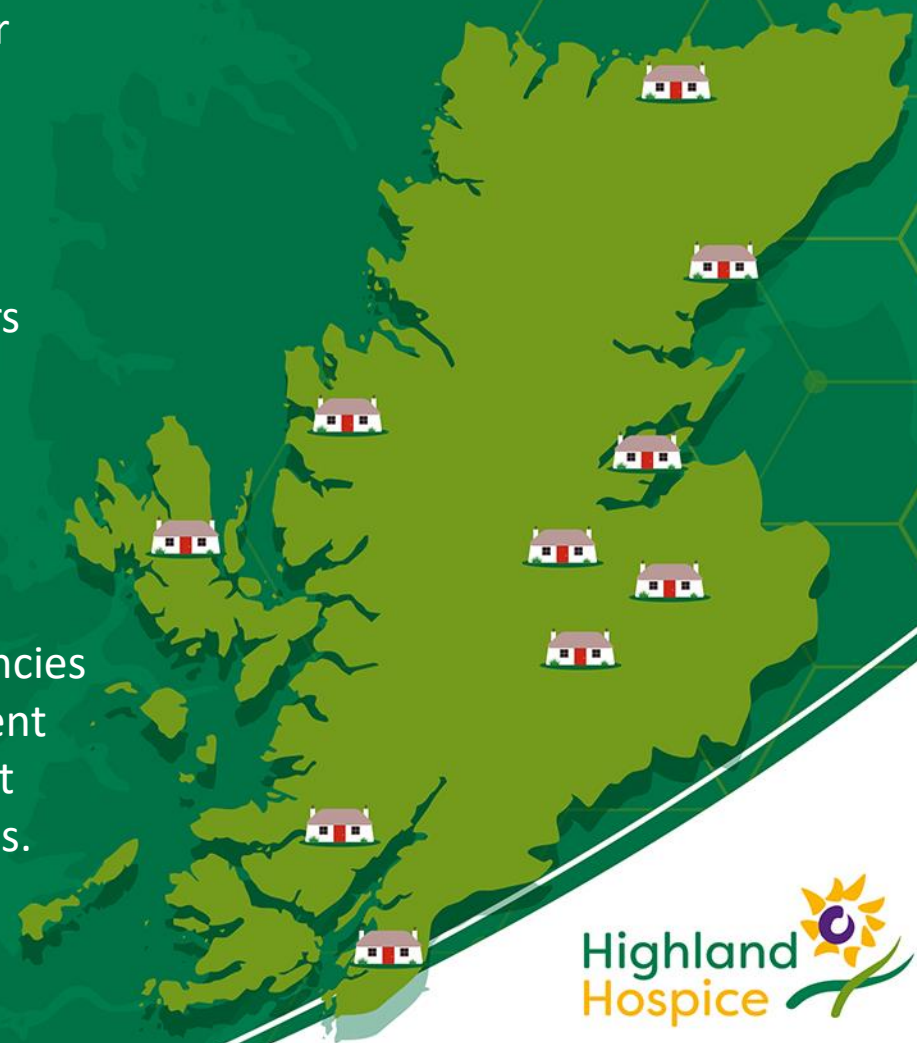


Partnership working – the need to deliver person-centred services collaboratively.

Contractual relationships: where public sector bodies purchase services from Third Sector providers

Formal partnership relationships: where agencies from the same or different sectors work together in a formally constituted relationship to deliver specific outcomes usually on a time-limited basis

Complementary relationships: where agencies and organisations from the same or different sectors work towards similar objectives but without formally binding or contractual ties.

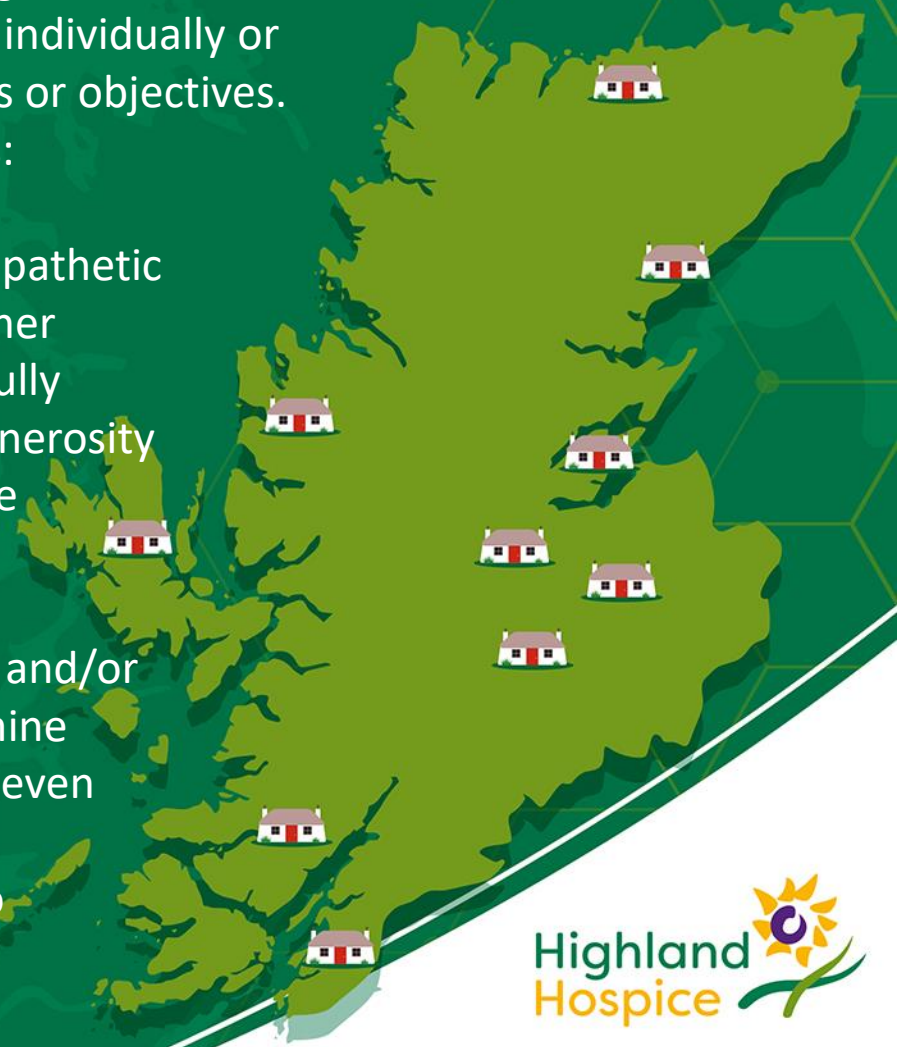


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Autonomous working: where organisations or agencies work towards beneficial social or economic outcomes individually or collectively –and can often share common values or objectives. These can further be divided into two categories:

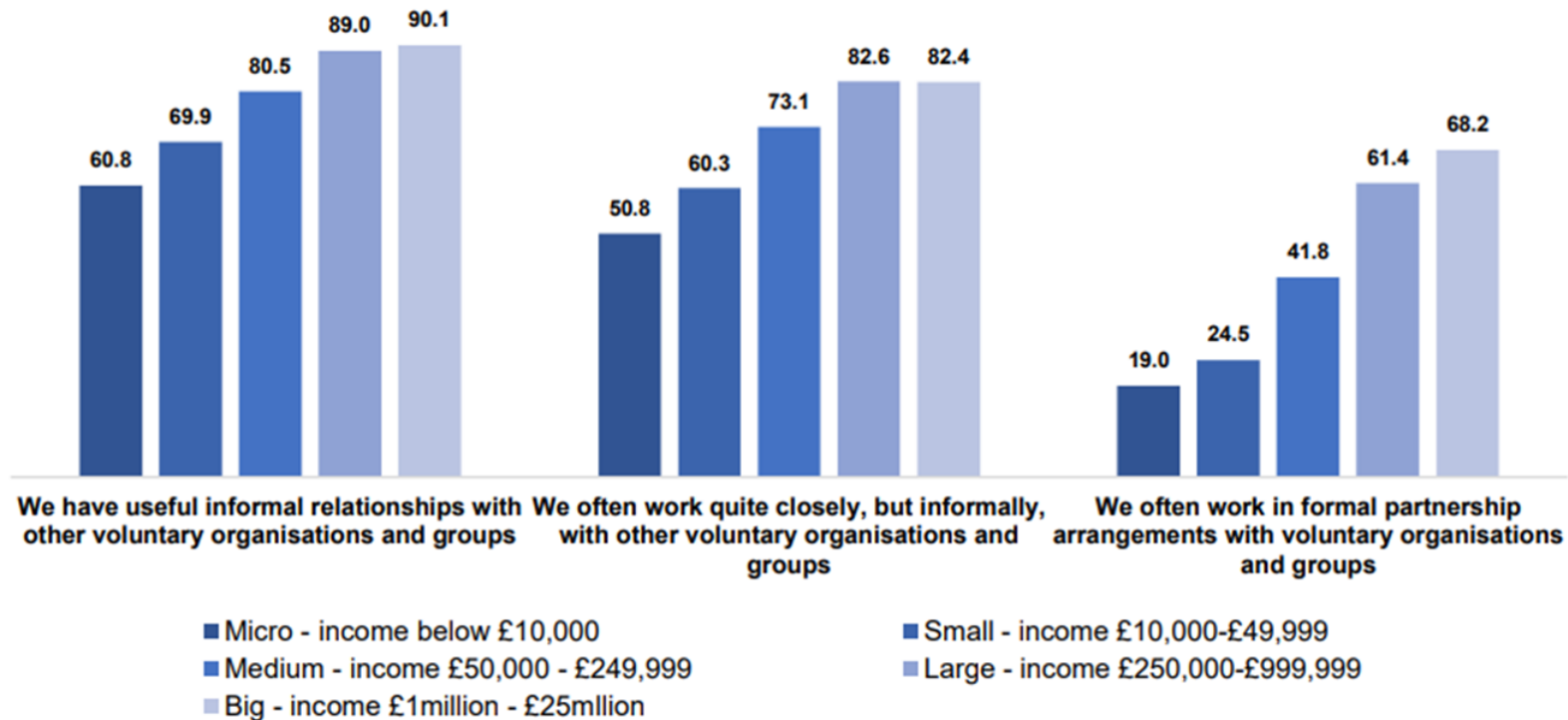
- o **Good neighbours:** where organisations are empathetic towards and respectful of the contribution of other organisations and agencies and do not purposefully duplicate or undermine the efforts of others. Generosity of spirit is required – but within limits since some reciprocity is expected.

- o **Poor neighbours:** where organisations conflict and/or compete, intentionally or otherwise and undermine the achievement of others' shared objectives or even objectives these difficult neighbours claim to support. Poor neighbours can be empathetic too – which is a dangerous tool in the wrong hands.



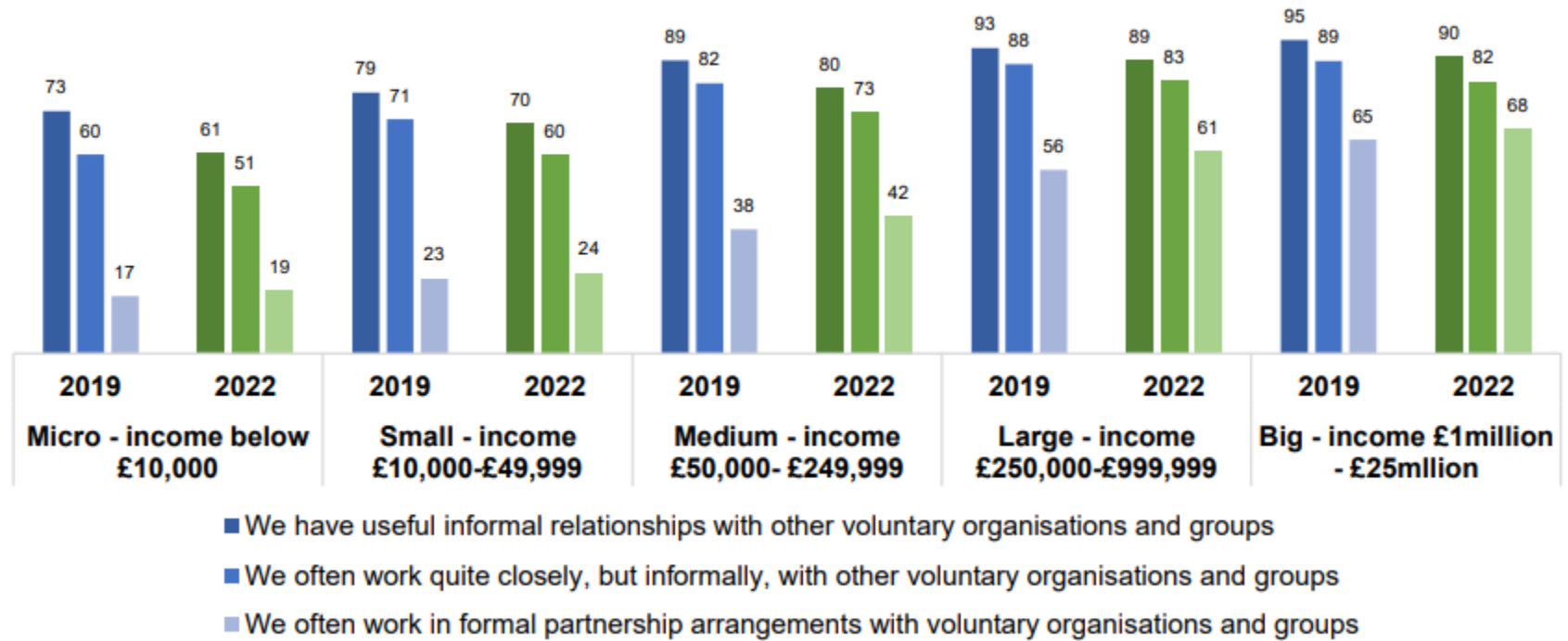
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Figure 2.3 Relationships within the Third Sector by size of TSOs
(Percentage of TSOs currently working in partnership, England and Wales, 2022, n=5,897)



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Figure 2.5 Organisational interactions 2019 - 2022
 (Percentage of TSOs working in partnership, England and Wales, n=4,083, 2022, n=5,897)



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How do the Hospice work in Partnership?

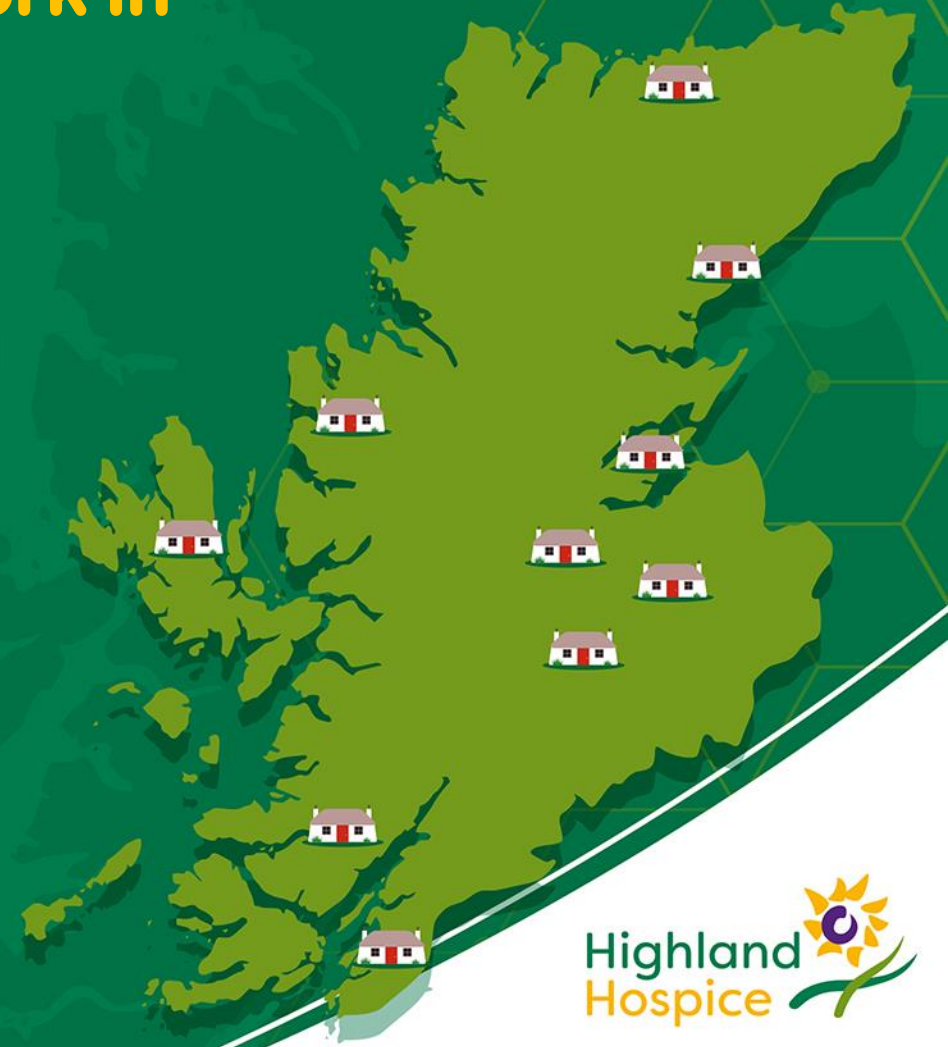
Contractual relationships

Formal partnership relationships

Complementary relationships

Autonomous working

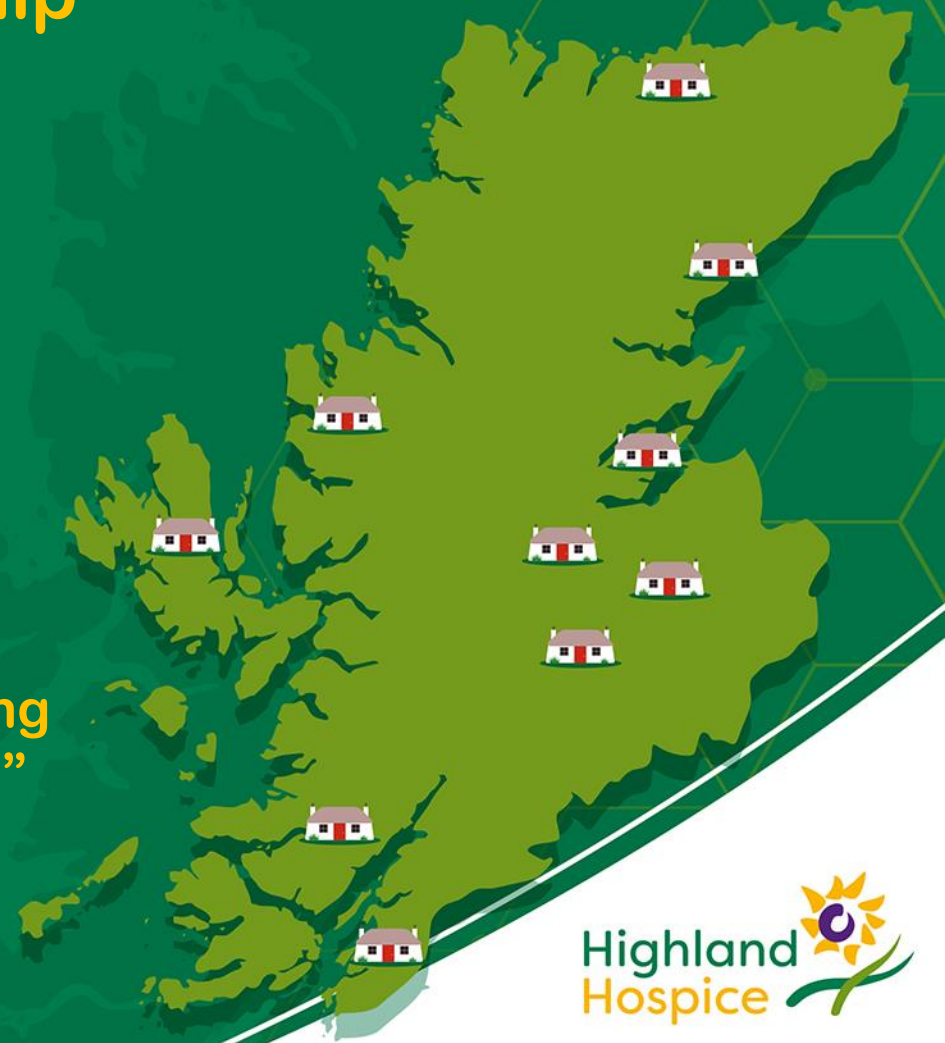
“ We recognise that if we are to succeed in improving equity of care across the region, we cannot do this alone”



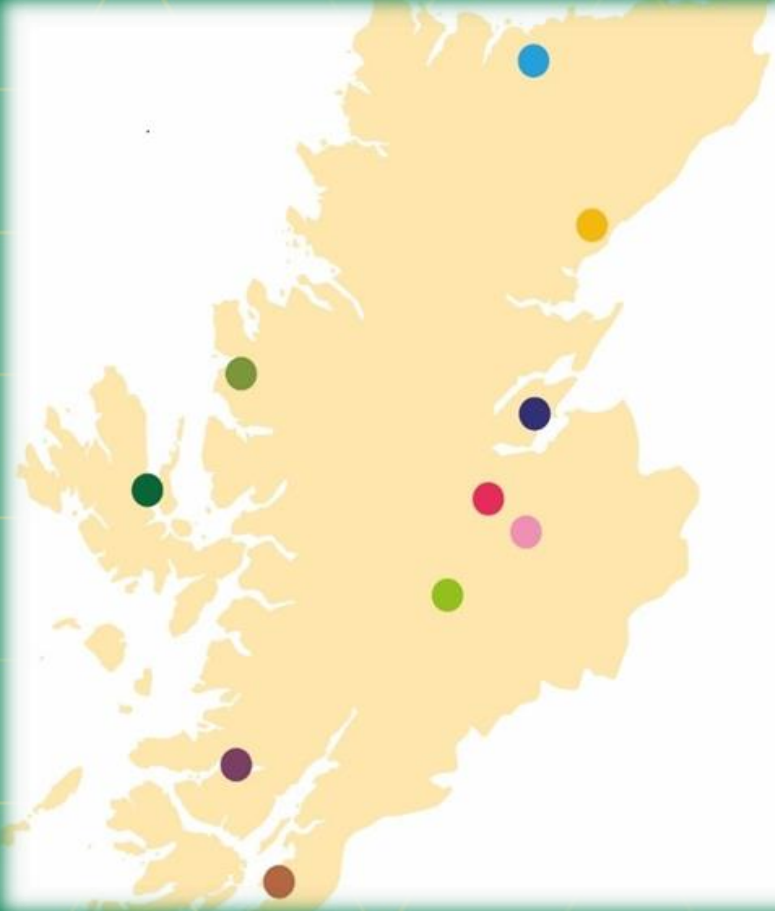
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Principles of Partnership

- Shared Ethos
- Equality of Respect
- Transparency
- Co design and Co Production of Custom-Built Projects
- the importance of undertaking a “RACI” and “asset banking”
- We support and enable but not always lead



We have 10 existing community partners shown on the map below. All our current partners offer befriending support under the banner Helping Hands and three of them also collaborate with us on the delivery of social care by our Sunflower Home Care service

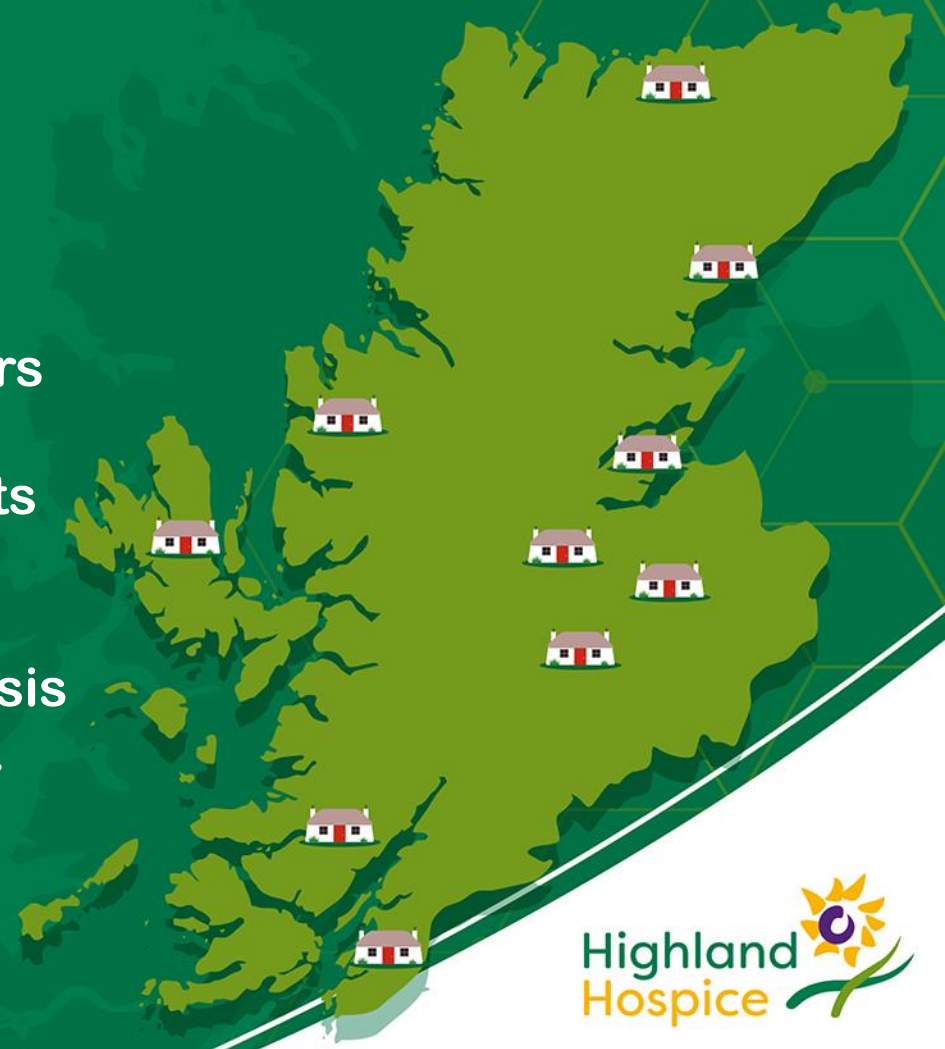


- Black Isle Cares
- Boleskine Community Care
- Gairloch and Loch Ewe Action Forum (GALE)
- North Coast Connection
- Oban Hospice
- Skye and Lochalsh Council for Voluntary Services
- Soirbheas (in Glenurquhart and Strathglass)
- Sutherland Care Forum
- Urram (in Acharacle, Ardgour, Morvern, Sunart and West Ardnamurchan)
- 3 Glens Community Care (in Fort Augustus, Glenmoriston and Glengarry)

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Why is partnership working important now?

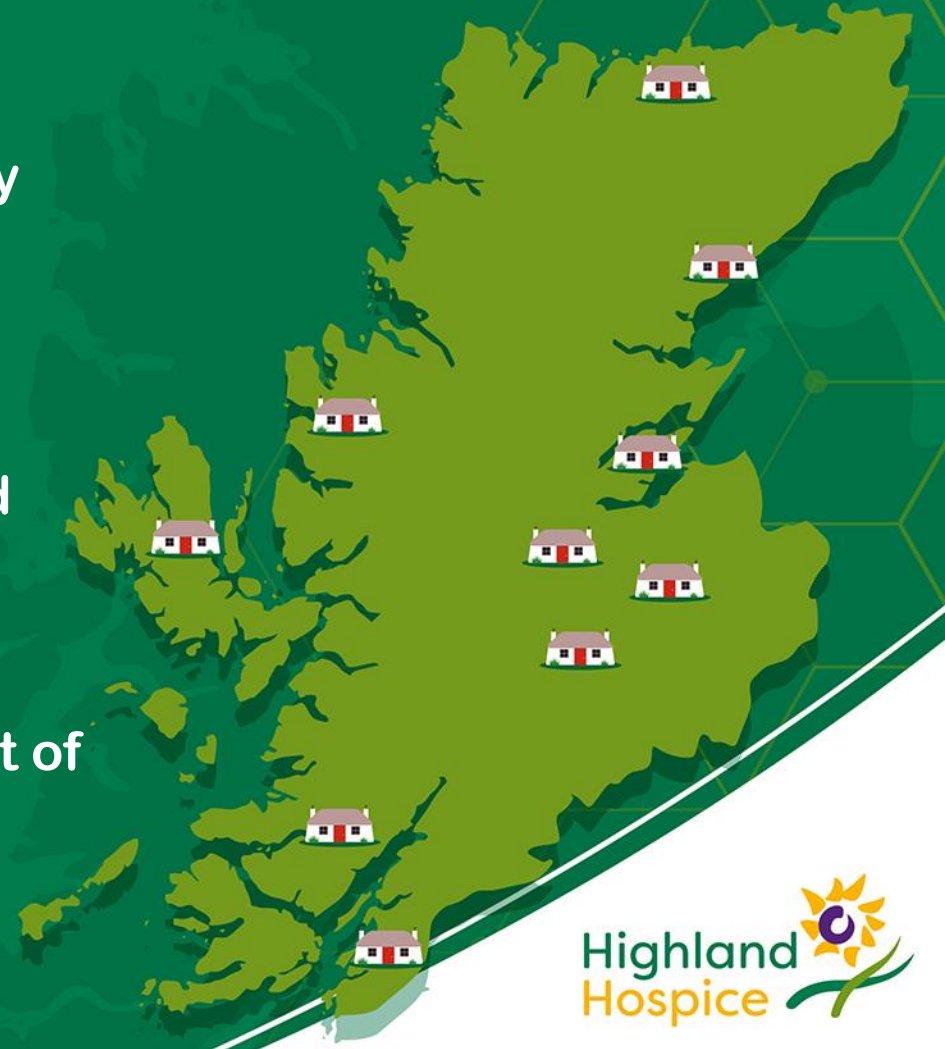
“The Highland third sector is a creative and collaborative group with a strong willingness to work with its public sector stakeholders to deliver solution based, cost effective services to our residents and communities. With the triumvirate of challenges - rural, remote, and the cost-of-living crisis upon us – there is a need to work smarter in a more collegiate manner if we are to meet such challenges head on”



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Why is partnership working important now?

- The overhaul of the Community Planning Partnership Scheme
- Whole Family Wellbeing Fund
- NHS Consultation on Highland Health and Social Care Partnership
- The creation, use and support of better pathways to 3rd Sector Reps



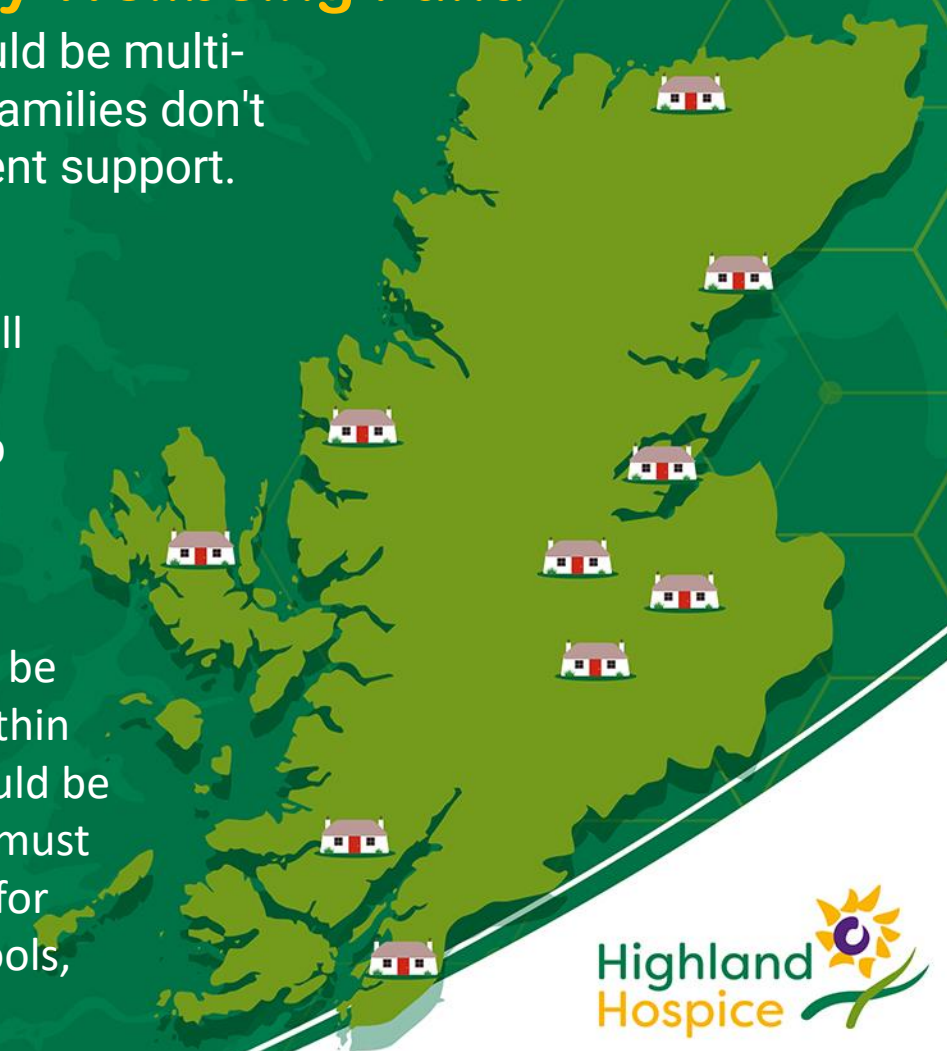
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Whole Family Wellbeing Fund

Collaborative and Seamless: Support should be multi-agency and joined-up across services, so families don't experience multiple 'referrals' or inconsistent support.

working as a partnership towards ensuring the wellbeing of our children and young people will flourish, where every child's rights are upheld and where children and young people grow up loved, safe and respected to realise their full potential.

Assets and community based: Support should be empowering, building on existing strengths within the family and wider community. Families should be able to 'reach in' not be 'referred to'. Support must be explicitly connected to locations that work for local families and the community, such as schools, health centres, village halls and sports centres



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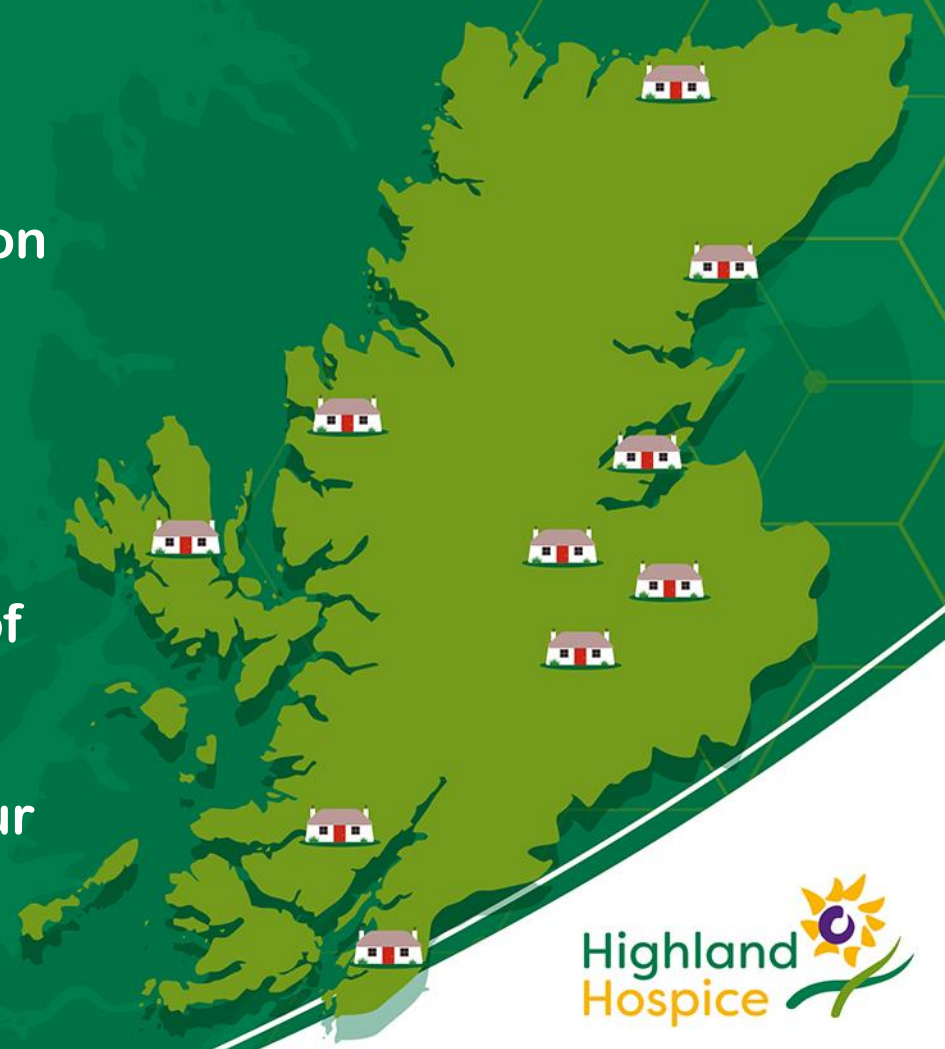
Highland Health and Social Care Partnership

“WORKING TOGETHER

In order to achieve our shared vision ‘working together to support our communities in Highland to live healthy lives and to achieve their potential and choice to live independently.’

we will need to work with a range of partners and develop additional collaborative strategies.

This will also include supporting our 3rd sector partners in their pivotal work.”



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Highland Health and Social Care Partnership

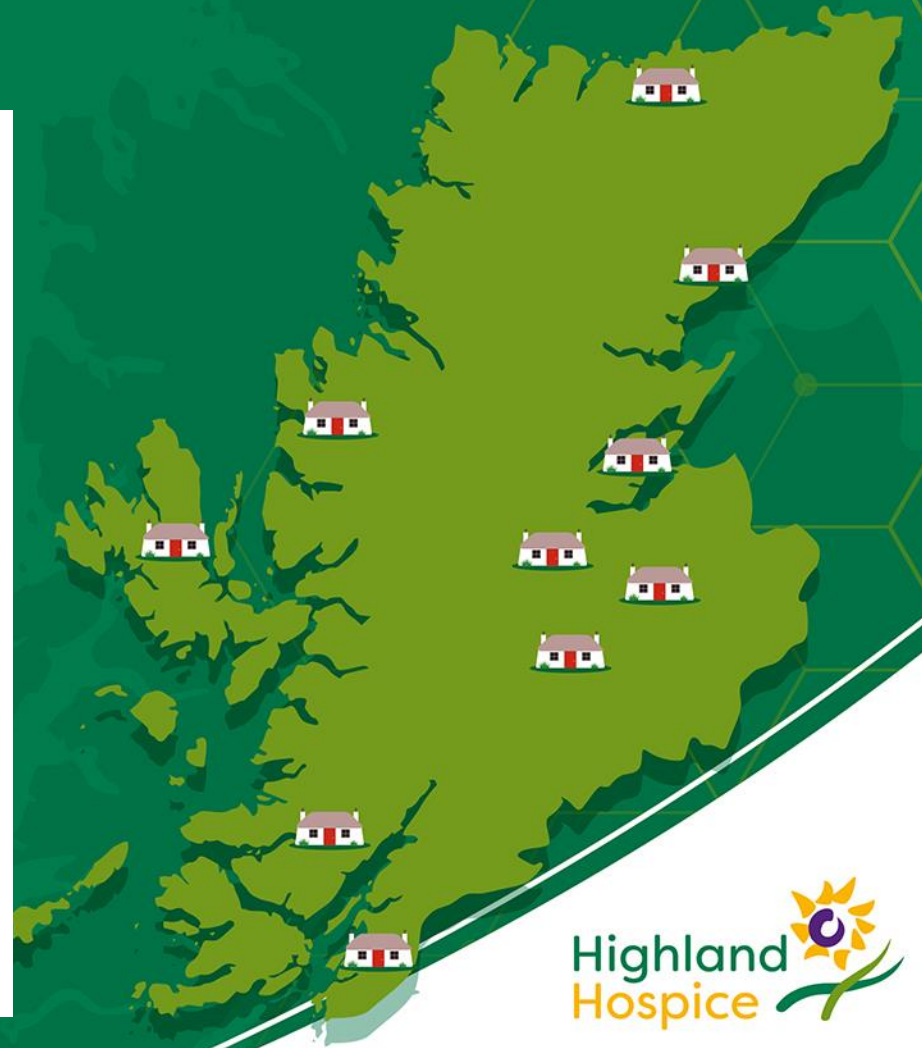
We will co-produce and co-deliver services in partnership with communities and individuals, to reduce inequality and to reduce ill-health and dependence

We will enable more care and support to be delivered closer to or at home

Aims

We will ensure we put the person at the centre and the care is quality focused. Respecting choice and independence

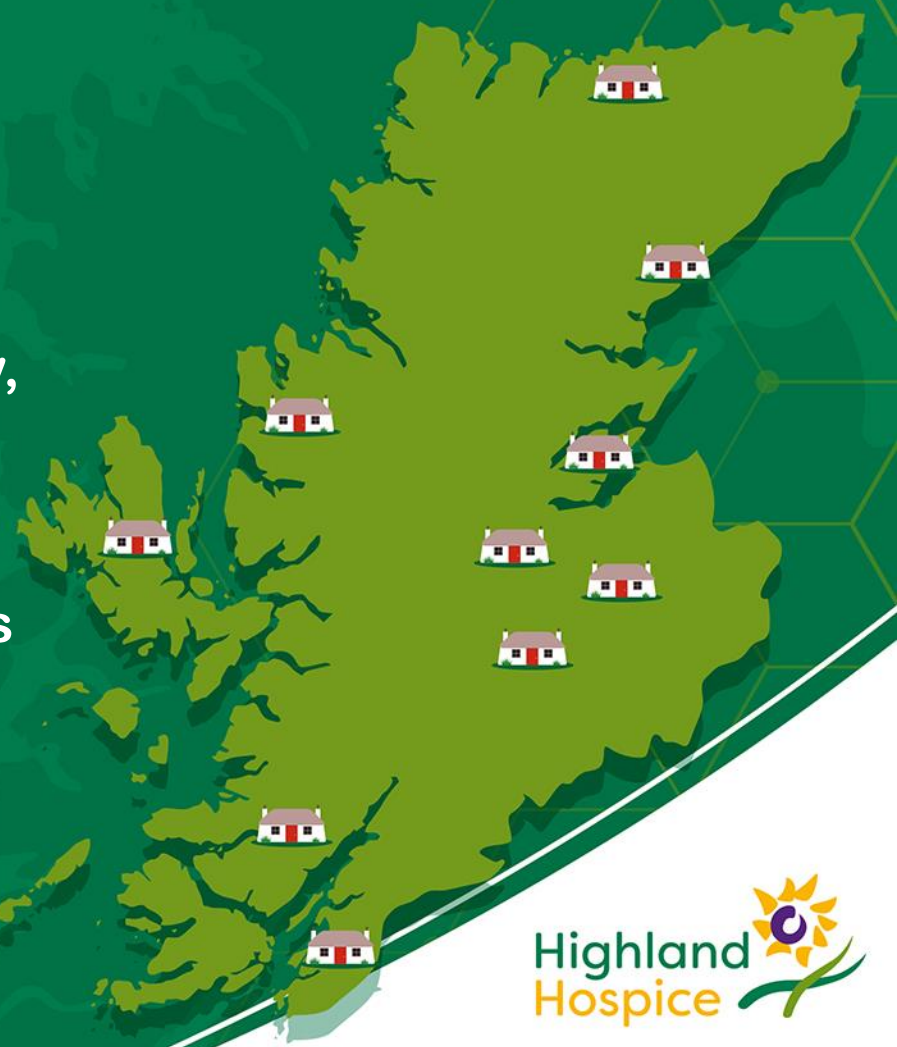
We value the workforce that deliver care to our population and work collaboratively to deliver our vision and aims



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Pathways to Third Sector Reps

- The lynch pin between front line services and decision makers
- A two-way connectivity highway, to promote more informed (and therefore realistic and sustainable) decisions relating to the codesign of both services and the strategy behind them
- Helps in the assessment monitoring and reviewing existing services and strategies as they develop.



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A Partnership is a relationship where two or more parties, having compatible goals, form an agreement to share the work, share the risk and the share the results or proceeds.

Partnership implies sharing of decision making, risks, power, benefits and burdens. It should add value to each partner's respective services, products or situations.

In partnership there is given and take.

Harry Tedstone
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