



Response

Together we can achieve change

Response Partnership Charter

HOW WE WORK IN PARTNERSHIP WITH OTHERS.

What is the Response Partnership Charter ?



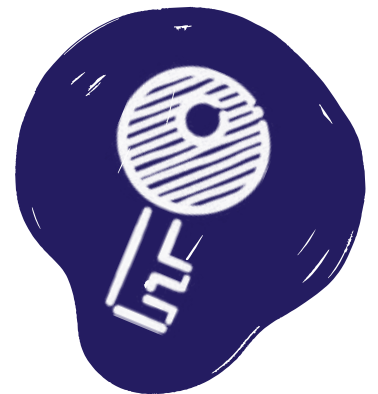
The Response Partnership Charter promotes positive and proactive lines of communication and joint working expectations to underpin and help deliver various high-quality and impactful services. Our services enable and support people to work towards good mental health and well-being (including engagement with employment, education and training and independent living skills) or to recover from mental health challenges and illness. Safeguarding is paramount, and there is the expectation that this is front and centre in delivering services across all partners.

Key Principles

The fundamental principles in our Partnership Charter underpin Response's four core values: caring, safe, aspirational, and creative. As partners, we will strive to comply with all the points of the Charter. Where that is not possible, for whatever reason, we will commit to open and honest discussions to seek alternative agreements that align with our values.

It is recognised that through working in partnership with other partners with mutual respect and recognition of the different strengths that each organisation brings, services can be delivered more effectively by combining knowledge, learning and resources (where agreed), as well as avoiding duplication and overlap.

This Charter does not replace contractual arrangements or contracts between partners and funders. It serves to encompass key principles which will make the relationship more effective, improve results and increase return on investment.



What will the Charter do ?

Through partnership power, partners will collectively:



Provide better services to people with mental health and well-being needs in Oxfordshire, Berkshire, Buckinghamshire and beyond.



Learn from data and lived experiences.



Influence decision-makers and activate system change through the strength of the collective voice.



Provide greater awareness of the services already available, and access to a greater range of choices and opportunities for service users.



Build a more robust, more effective network of provisions which minimises the chances of people falling between system gaps.



Build the capacity and resilience of individual organisations.



Provide commissioners with value-for-money services.



Re-invest the added value created by the partnership for the local services.



Enable organisations to better meet their individual organisational goals and charitable objectives.



Raise awareness of the impact of the Third Sector and the benefits it can bring.



Identify opportunities to bring additional funds into the system to increase the accessibility of mental health and well-being services for the community.



Teamwork

There is the expectation for all team members to actively work as a joint team, with shared goals and commitment to working together to achieve results.

To support the partnership to thrive, partners will:



Share training and development opportunities.



Share best practice and learning.



Identify opportunities for partnership tenders, as well as funding opportunities that may fit with the other organisation's strategic aims.



Engage in joint contingency planning to improve our ability to cope with emergencies.



Increase awareness of each organisation's services, and where opportunities present that increase the reach and awareness of each organisation, these opportunities are utilised.



Connect each other with stakeholders who may help to progress the work of the organisation.



Commit resources and expertise to allow robust responses to any tendering opportunities and delivery of high-quality services when being delivered in partnership.



Jointly work to promote the benefits of third sector working.



Work to build trust, commitment and openness.



Develop and maintain a unified approach in dealings with external stakeholders.



Share costs of agreed areas of work of benefit to both organisations.



Acknowledge that partnership does not mean that our organisations will not compete for new business.

Communication

Processes and principles will be agreed upon and adopted to promote openness and an environment of co-operation, with a willingness to compromise.

partners will:



Hold joint meetings and contribute fully to these (including regular partnership meetings) and agreed work programmes.



Share information about risks and concerns so that these issues can be identified, discussed, and dealt with.



Where appropriate present a joint response to any press enquiries and other requests for information.



Ensure that each organisation's governing body is appropriately informed and involved in the development of the partnership.



Raise issues with each other in a co-operative and respectful manner.



Address and work with the tension that may arise between working in partnership and being in a contracting/sub-contracting arrangement.



Treat the individual members of the other partner's team with the same respect and integrity that would be shown to their employees.



Ensure that the other partner is informed promptly when things change within the business, especially when the change could have a material impact on them.



In the event of any dispute emerging, solve the problem by way of mutual and responsible negotiation.



Governance

To ensure timely decision-making, we will set out the partnership governance model, roles and responsibilities from the outset.

The partnership will:

- Whenever possible give 'reasonable' timescales for every stage of a joint project.
- Deliver products and services, on or before agreed deadlines, being open and honest if we believe that timescales cannot be met.
- Be transparent in how we report back on budget spending and give early alerts of potential budget overspends to avoid delivering unpleasant surprises.
- Ensure that all work of the partnership is within the scope of the organisations' objectives
- Participate in due diligence activities as required for services being delivered in partnership, to demonstrate governance, risk management, safeguarding, health and safety and data protection are in place and being upheld in line with contractual requirements.
- Understand formal responsibility for the actions of each respective organisation will continue to rest with the Boards of Trustees (or other governing body) of each organisation.
- Understand that operational decision-making relating to joint work will be overseen by the employees for each respective organisation as agreed for the specific area of work it relates to.
- For projects, participate as part of a project team and within governance structures in place, ensuring clear terms of reference to resolve conflicts and identify partnership solutions with the impact of decision-making on both organisations considered.
- Ensure that appropriate links are maintained with each organisation's Board of Trustees in order that full governance responsibilities may be discharged.
- Recognise that information shared may be confidential and/or commercially sensitive and treat all information shared as confidential and not for disclosure to third parties unless this is agreed or required by law (and held securely in line with GDPR).