

**NWDC Position Against 5 key Recommendations in Governing Partnerships**

Audit Commission Recommendations	Current Position	Next Steps
<p><b>Knowledge of the Partnerships we are involved in, and how much money &amp; other resources we invest in them</b></p>	<p>Just completed a mapping exercise of the main partnerships, which are delivered through service level agreements (SLA). By doing this I have been able to put together a clearer picture of whom we fund, how much the agreement is worth and its duration.</p>	<p>By using this information we will begin to review each partnership ensuring that we meet our Compact requirements and become more efficient in how we work with organisations and manage the SLA's. This will require greater co-ordination and where appropriate 1 SLA per organisation, which encompasses a range of activities.</p>
<p><b>Clear Criteria against which partnerships can be evaluated to determine that they achieve partner's corporate objectives cost effectively</b></p>	<p>For the larger SLA's such as Citizens Advice, CVS North Wilts (Council for Voluntary Services) &amp; Community First we are part of wider partnership agreements with the County Council. This approach has ensured there is a joint monitoring framework, which results in regular reviews and a more efficient process of managing the SLA. With each of the agreements an annual work plan is / will be agreed which is developed in line with our current corporate objectives.</p>	<p>This area requires further development and is forming a good part of the current work I am undertaking. When developing new agreements we need to use a standard framework (to be developed) which ensures that we assess with our partners the contribution &amp; impact any agreement will have on the community and on our ability to meet the corporate objectives. In line with these developments we are going to need partners to better demonstrate how the work they are undertaking is having a positive impact and is relevant to the community need. Where one SLA is developed which encompasses various activities of NWDC, as an organisation we need to then manage the SLA in a co-ordinated more accessible manner.</p>

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<p><b>Take hard decisions to scale down their involvement in partnerships if they outweigh the benefits or if the added risks cannot be managed properly</b></p>	<p>We need to be more effective when it comes to managing our SLA's. As my role develops hopefully we can develop a structure which provides better support. There are a couple of agreements at present where it is unclear whether they are delivering the best value. These agreements need tightening up or changing in order to become more effective and responsive to the needs of the council.</p>	<p>We are going to be conducting a full review with our partners &amp; using the Compact and the recommendations from the audit commissions review on our approach to partnership working to address these issues. From this will come recommendations that will then enable the council to make the tough decisions regarding the future of particular partnerships.</p>
<p><b>Agree &amp; regularly review protocols &amp; governing documents</b></p>	<p>This year a number of partnerships have been renewed in particular; Citizens Advice (core Funding), CVS North Wiltshire and Community First. The governing document (the SLA) for each has been reviewed and reflects the principles of the compact and is delivered through agreed work plans. There are 6 monthly reviews in place and in some cases these are already underway. Each agreement has a clear section, which outlines the expected monitoring required.</p>	<p>A standard NWDC approach to partnership SLA's will be developed. This will be shared across the organisation and will provide best practice. This will further embed the Wiltshire Compact &amp; enable a more robust management of SLA's to be undertaken.</p>

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<p><b>Tell service users &amp; the wider public about how key partnerships work, where responsibility &amp; accountability lie and how redress can be obtained through joint complaints procedure</b></p>	<p>This is an area where development is required. At present we do not promote the partnership arrangements as well as we should be doing. Now that we are moving towards an outcome driven approach there should be greater scope to share our successes in this area.</p> <p>Each SLA describes a grievance procedure and where responsibility lies. As the Council has adopted the Wiltshire Compact we have a responsibility to follow the codes of practice which in due course will provide a mechanism in which to discuss any breakdown in the partnership.</p>	<p>By improving the recording and monitoring of agreements, and being more impact focussed will provide better opportunities to celebrate the successes of the partnerships we are a part of.</p> <p>All future SLA's and for those due to be renewed will not be entered into unless the principles of the Compact are taken on. This will enable best practice to be implemented and will create a level playing field where there is clarity on role, expectations and outcomes.</p>