

Partnering Policy and Statement of Operational Intent

Partnering Policy : Contracted Clients

This document aims to formalise our policy for the fostering, developing and maintaining of partnering agreements with Contracted Clients.

It is recognised that for any partner relationship to build, develop and flourish there must be a clear understanding between both parties of the contractual specification requirements applying and the need to meet these as a minimum.

A successful partnering relationship should lead to these being exceeded and then altered or improved to incorporate technological advances, newly developed best practises and cater for and reflect customer's wishes.

The provision of quarterly documented contract review meetings supported by comprehensive, accurate service statistics and KPI reporting will confirm service continuity and that the minimum standards are being met. Any pre-notified items for inclusion in the agenda by either party can then be discussed with exchanged agreed minutes completing the process.

An annual service review is central to partnership working and should be attended by Senior Officers, key service level partners, elected members such as Portfolio holders and interested customer focus groups, if appropriate. There needs to be a supporting comprehensive road map and strategy reference document in place to structure the meeting and permit performance measurement.

This meeting should record the groups agreed service development plans the coming year and incorporate any required changes necessary due to political direction and or feedback from customers using the service. Any additional aspirational improvements or enhancements should be detailed along with the setting of challenging targets, against which any added value success can be measured.

We undertake to adopt and maintain the following practises in all our dealings with any Contracted Client, Approved Partner Company or Business, Charity, Key Stakeholder, or Public Body with whom we interact or deliver services :

- To share good practise in relation to service delivery.
- Build up a knowledge base through information sharing and to undertake to share this securely with the Client and provide "joint" training where appropriate.
- To work together to develop a partnering structure that allows all parties to communicate well.
- React to changing legislation, guidance and or case law positively implementing changes when required.
- Solve problems and arrive at solutions, sometimes at short notice.
- Achieve financial success by agreeing performance levels.
- Continually improve the working relationship and service delivery to the benefit of all parties and service users.
- Work together to develop a long term relationship through respect, openness, honesty and trust.
- Through briefings and training to communicate these aims and objectives to all company staff.
- To provide an interface that will permit satisfaction or dis-satisfaction expressed by "customers" to our staff about any of our Clients or partners services to be escalated for attention.
- To abide by our Protection of Children and Vulnerable Adults Policy.
- To require our staff to "act as good citizens" and positively assist, report, document, give statements and if necessary be prepared to attend Court and give evidence, where alleged offences are witnessed, in accordance with either our Clients Legislative responsibilities, or where animal cruelty is witnessed or suspected.
- We undertake to place any resources, labour and plant our company has available that will assist and support any Client, or partner Organisation in the event of national or local disaster on a best endeavours basis.
- We retain our lawful right to trade and advertise in any geographical area, however we recognise the potential customer upset, if a treatment could have been obtained at a lesser cost, or free of charge through a Clients contract and undertake where such treatment costs are lower, to advise the customer of this source.
- Our services can impact on and provide benefits to local communities, action / focus groups and charities. We recognise that opportunities may also arise where some aspects of our contracted services could be delivered by such bodies and possibly produce financial savings to our Clients. We undertake to co-operate with Client initiatives to research and facilitate this in a positive and constructive manner.