

Community and Stadium Solutions Ltd

Introduction

It is critical that partnerships develop a clear, robust methodology and develop a governance framework to drive collaboration, joint understanding and place responding to customers' needs as the number one priority. The role of partners will be reinforced as effective, representative community leaders and profitable new coalitions will be forged.

It is envisaged that a simple, customer focused and, increasingly, a self-service process – available across all customer access channels – will be evolved to provide rapid access to expert help and advice whenever needed and bringing together the disparate agencies currently providing these services.

Thus, our aspirations for community projects are that they will:

- Deliver a values-led service with significant impact
- Engage the community and be customer focused
- Develop multiple use of resources
- Address wide-ranging agenda such as health, educational attainment, changing the way we do business
- Be inclusive and deliver efficiencies

The key, in developing sustainable programmes with credible community benefit, is the ability to translate aspiration and shared vision into a series of projects agreed and championed by all partners. It is only at this point that project development and management should begin. All too often, though partners share a primary objective there is a tendency to focus on outputs without establishing what each organisation's secondary objectives and their criteria for remaining as active partners. Service development programmes require both short term and far reaching sustainable outcomes.

The traditional management approach to the development of multi partner / outcome community projects often neglects to closely examine the principles and values by which the partnership will work. All too often this leads to partners taking up entrenched views, undermining the partnership and ultimately risking the success of the project. A values-led approach to community partnership development has been demonstrated to be inclusive, effective and achieves project completion on time and on budget.

A values-led approach to community development will allow partnerships to "push at an open door for reform" and "rewrite the future of public services", achieving radical change. Only service re-modelling will improve the experience of local residents and deliver better value. Further, it is vital to demonstrate the cost-effectiveness of *local* partnership working. Improved collaboration between central and local government agencies, together with a better alignment between community needs and all available resources, can transform public services. At the same time, we can pinpoint significant cost-savings and improved value for money. A values-led development process offers a new way for central government, local authority and voluntary agencies work in partnership to address key community issues.