

Collaborators or Competitors?

‘Working in Partnership with other Mental Health Services’

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Overview



- Community Based Day Services
- 1 locality:
 - 6 'Independent' Centres – managed by 2 Voluntary sector providers
 - Council owned Centre



- **Collaborative approaches**

- Service leaflet

- Joint application form

- Chosen location indicated agency signposting

- Joint Referral procedure

- Some shared staffing resources due to TUPE

The Slightly Rocky Road Ahead.....



- Change in organisational paperwork – application form/support planning
- Costs for service leaflet
- Interagency meetings
- Service configuration
- Paperwork for Service Users



. Service delivery –

- Duplication,
- Transparency
- Systems/relationships/processes,
- Compliance with organisational requirements
- VFM
- Tender
- Competitors



- **Transition process – not as seamless as per expectation**
- **Each service and provider has its own unique features but within the ‘partnership working – expectation of some Service Users/referrers to perform the same**
- **Operate independently**
- **Very little joint working particularly in latter part of the contract. Unequal balance – in partnership retention**
- **Actually somewhat hindered/stifled Modernisation process**
- **Commissioning team not wishing to put all of their eggs in 1 basket with 1 provider – want ‘variety’ & Modernisation**
- **Providers are competitors**

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