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TOPHOUSE – Towards Person Centered Housing Services in Europe
2017-1-AT01-KA202-035029

M8. Building networks and partnership working



Housekeeping

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- Knowledge, skills and behaviours audit
- Action planning logs
- Refreshments
- Fire alarms and exits
- Toilets
- Breaks
- Finish time





Purpose of training

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- TOPHOUSE Erasmus+ funded resources support staff in undertaking person centred integrated housing and support assessments
- Suite of training modules covering 11 different learning outcomes
- Co-delivered by a service user with ‘lived experience’ and a technical trainer
- This training contributes to the learning outcomes
 - LO1 Work in a person-centred way
 - LO2 Treat Service User with dignity and respect
 - LO3 Support choice and control by users of services
 - LO4 Practice co-production with service users who are ‘experts by experience’
 - LO5 Develop networks and collaborate with other services providers



Learner Agreement

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- Respect others and their experience, knowledge and skills
- Contribute and allow others to contribute
- One voice at a time
- Ask questions seeks clarification
- Confidentiality
- Time-keeping
- Mobiles off silent and out of sight please





Objectives of module

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- By the end of this module you will be able to:
- Describe tools that will assist you in the assessment process
- Implement a strength based approach to assessment
- Understand Psychologically Informed Environments
- Apply trauma informed care approach to assessing service users



Rights of service users – Convention to Practice --- a golden thread

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- EU Convention on Human Rights (Legislation)
 - Article 3 Prohibition of torture – includes degrading treatment
 - Article 5 Right to liberty and security of person
 - Article 8 Right to respect for private and family life, home and correspondence
- UN Convention on the Rights of Persons with Disabilities (ratified by EU Countries)
 - Respect for rights and dignity of people with disabilities
- Irish Human Rights and Equality Act 2014
- <https://www.youtube.com/watch?v=ew993Wdc0zo> 2.30
- <https://www.youtube.com/watch?v=pRGhrYmUjU4> 2.08



Customer Journey

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Partnership Working



Why do we work in partnership

- Thinking about providing a quality housing and support assessment why is it important to work with partners?
 - Bridge gaps between agencies to provide a person centred service
 - Increase the capacity of the agency/team
 - Extend the reach of our agency/department/team
 - Best use of money available
 - Promotes innovative
 - Best use of expertise
 - Strengthen relationships with other agencies



Type of partnership working

- Vertical partners – providing different services in the customer journey e.g. assessors, allocators and providers of housing and support
- Horizontal partners – working in the same service delivery e.g. housing and support providers
- Can be internal between different departments or external between different agencies
- Different levels
 - Strategic/political
 - Operational
 - Service user

Definitions

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- | | |
|-------------------------|---|
| A. Inter-agency working | 1. More than one agency or department providing a service but not necessarily jointly or formally |
| B. Multi-agency working | 2. The process of organising organisations or individuals to they work together more effectively |
| C. Networks | 3. Organisations or individuals who maintain a relationship(s) to achieve an outcome or activity |
| D. Co-operation | 4. Two or more agencies or departments working together in a planned or formal way |
| E. Co-ordination | 5. Action or organisations and individuals working together to achieve an outcome or activity |
| F. Collaboration | 6. Organisations or individuals acting together to achieve an outcome or activity |

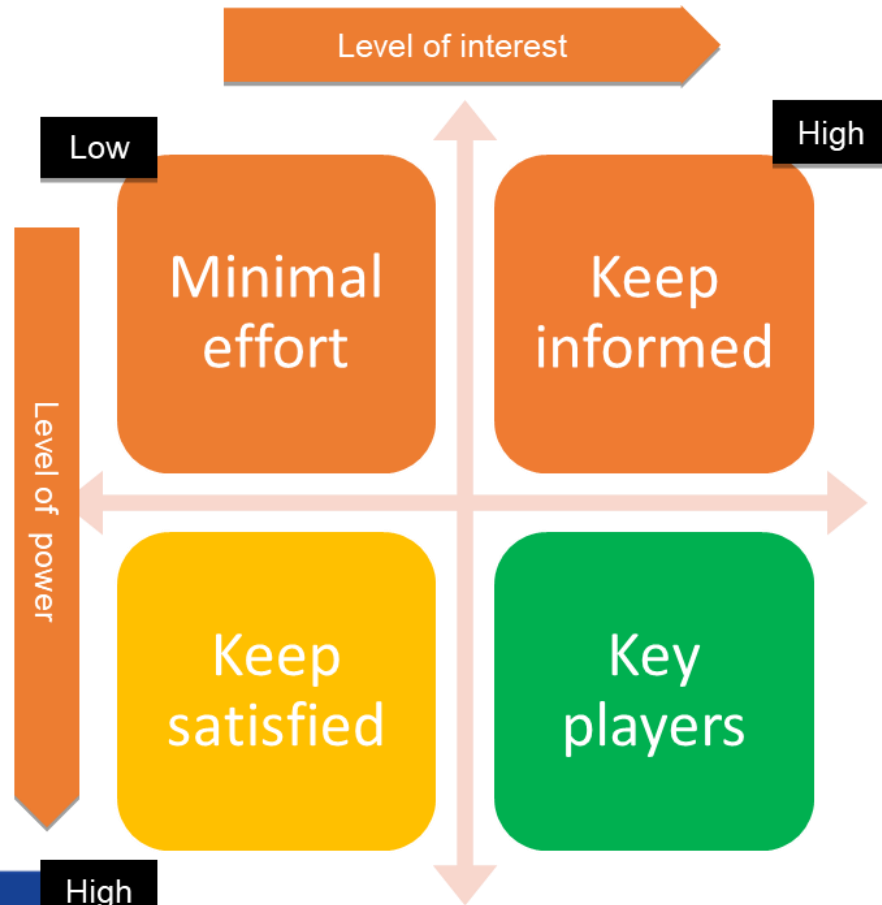


Formal Partnership Arrangements

- Contractual
 - Exchange of resources usually money so has a legal status
 - Agreed terms and conditions
 - Monitoring against deliverable
- Service level agreement
 - Formalised arrangement
 - Agreed responsibilities of each agency
- Joint working protocol
 - Verbal or in writing
 - Way agencies will work together

Investing in partnerships

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• Value of stakeholders

- Position/profile
- Information
- Resource
- Expertise
- Personality
- Networks



What helps and what hinders

	Enablers	Barriers
Environmental Context	<ul style="list-style-type: none"> Clear demand Agreements about goals and target population Availability of funding Senior political support 	<ul style="list-style-type: none"> Inadequate or unequal funding between the partners Competition between organisations for funding Unrealistic expectations
Organisational	<ul style="list-style-type: none"> Common Understanding Common aims and goals Expertise; Communication; Structural Agreements between organisation (about task division, responsibility and exchange of clients and information) 	<ul style="list-style-type: none"> Lack of understanding of organisational remits, duties and limitations Differing aims and remits Reorganisation Difficult to access organisation
Professional / Staffing	<ul style="list-style-type: none"> Committed Staff Good Working Relationships Adequate staff and time Flexible and reflective approach 	<ul style="list-style-type: none"> Professional boundaries Lack of understanding or trust Inadequate staffing Lack of team working
Procedural	<ul style="list-style-type: none"> Being developed at an operational level as well as policy level 	<ul style="list-style-type: none"> Time involved in developing and sustaining relationships





Investing in partnerships

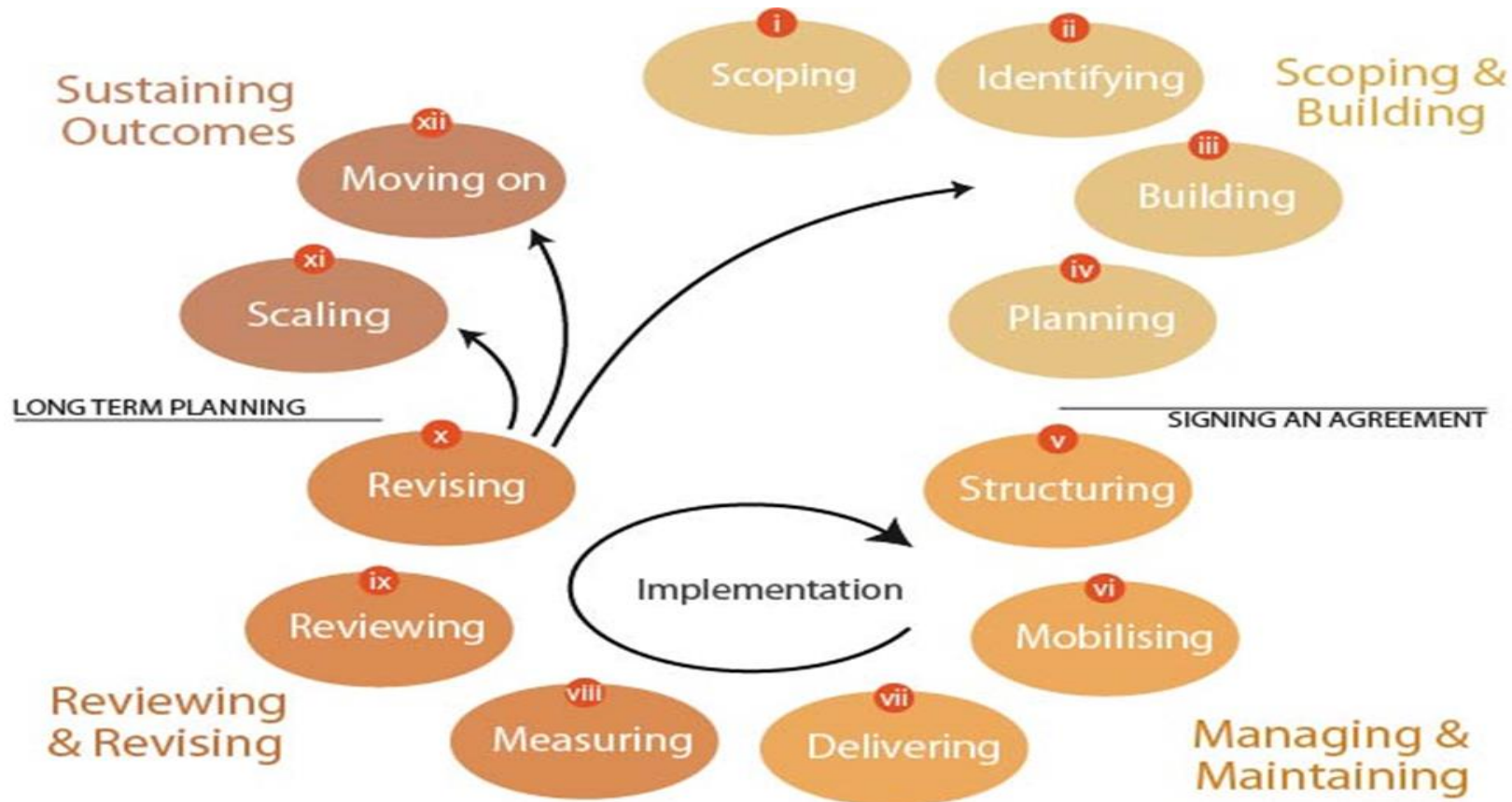
- Take time to build the partnership
- Develop a shared vision
- Terms of reference
- Leadership role
- Information sharing
- Action plan or process
- Make decisions collaboratively and aim for consensus
- Ensure all designed to benefit service users
- https://www.youtube.com/watch?v=ZPutB_B4Ku8

Successful partnership working

- Shared vision
- Clear and Agreed Objectives
- Good Communication
- Well Resourced
- Trust
- Clear Boundaries
 - Professional
 - Operational
- Respect
- Consistency
- Learning/reflection



Partnership life cycle



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Person- centred partnership working

- Partnership arrangements at operational and strategic level can forget the purpose of the partnerships
- Person should be in the centre of
 - Scoping and building
 - Drawing up the agreement
 - Managing and maintaining
 - Reviewing and revising
 - Longer term planning
- Service users are active partners



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Networks



Networks

- Agencies and individual have relationships without giving up their respective independence
- Develop co-operation that goes beyond traditional arrangements and borders
- Based on willingness of members to share their time, knowledge and skills
- Work agency to agency but also agencies role in supporting service users to maintain existing networks and develop new ones



Social Capital – a definition

- Capital usually means wealth, asset or currency
- Social capital is the value in networks and relationships with other people plus the potential these have
- <https://www.youtube.com/watch?v=tTvbf1WVYFE>
- Networks and relationships can be viewed as informal partnerships
- Supporting service users to increase their social capital builds cross sectoral co-operation
- Effective in establishing partnerships at front line level that overcome barriers at operational or even strategic level
- Service users contribute as well as benefit
- Avoids reliance on paid support and moves towards inclusive communities



How to build a network

- Partners can be
 - Statutory/professional staff directly involved in support e.g. social worker
 - Statutory/professional staff associated with support e.g. doctors practice
 - Family/friends/neighbours
 - Community/faith groups
 - Shop keeper/café worker
 - Strong – higher motivation to provide support
 - Weak – provide opportunities. ideas and contacts



How to build a network

- Finding networking partners
 - Service users existing contacts and resources – eco mapping
 - Staff existing network and resources
 - What and who is in the locality and who do they know – resource finders
 - Other professionals
 - Conference and events
 - Community based groups
 - Existing networks in the locality
 - Activities: classes or fun



What staff need to build and maintain a network

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- Understanding of the service users' strengths and requirements plus their own resources
- Knowledge of locality, structure and people
- Good communication skills at all levels
- Enthusiasm to maintain contact with people
- Appreciation of what ensures 'buy in' from participants
- Effective co-operation and exchange with other network members
- Ability to engage in different environments
- Have creativity and confidence to take risks



Sustaining networks

- Take care of the network
- Connection to contacts must be maintained and relationships supported
- Overview of network partners – resource file (Fruchtel/Budd/Cyprian [2013])
 - Organisational card
 - Citizen card
 - Competence card
 - Strengths card
- Remember importance of investing in relationship as well as benefiting



Evaluation of the network

- Has the network achieved its goals – is the service user satisfied?
- Has it been sustained and will be sustainable?
- What has worked well/needs improving
- Who needs to be included/who does not need to be there
- What has the benefit been to the service user?
- What can be replicated and used for other service users?
- What can be built on to improve cross sector co-operation on a operational/strategic level?



Role of staff member

- Service user as customer; staff member as:
- Broker - identifying potential network members – the ‘eyes and ears’ of service users’ social space
- Inventor – looks beyond traditional relationships
- Master of Ceremonies – developing introductions between service user and network members
- Architect – supports the building of the network
- Caretaker – looks after the network
- Analyst – reviews the effectiveness of the network



Service users role

- Centre of the network
- Know their own strengths and interests
- Open to change
- Take charge of their support
- Main actor and responsible for the network with support
- To move away from professional support becoming active participant in their community
- <https://www.youtube.com/watch?v=qjrp8arezyM>



Summing up

- In this module you have learnt to
 - Identify potential partners to work with
 - Establish and maintain an effective partnership
 - Describe social capital and its role in person centred housing and support assessment
 - Support service users to build and maintain networks
 - Look at the effectiveness of partnerships and networks
- Knowledge, skills and behaviours assessment
- Feedback sheet
- Action planning log



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