

Warwickshire Together Partnership Peer Review Survey: headlines

30 responses were received, including 5 from elected members.

Throughout the survey there is more satisfaction about issues overall below PSB Board and Advisory Forum levels, so in the areas for improvement many of these comments are about the PSB.

Main areas of agreement

- Overall respondents feel there is a continuous improvement approach to service delivery
- Positive responses about learning across the partnerships and blocks (below Board and AF levels)
- Overall respondents agree that there are appropriate systems in place to record performance
- Broad agreement that communication with stakeholders is a major factor in assessing need, and the importance of engagement with service users, although some concerns about whether this happens
- Most respondents feel they can contribute to agenda setting within the partnership
- Broad agreement that improvement in partnership working is needed in current financial climate

Main areas of concern from respondents:

- Comments about the PSB Board were most likely to be negative when compared to the other elements of partnership working, although some dissatisfaction with the PSB Advisory Forum too
- The partnership provides strategic leadership – 7/12 respondents disagree at PSB level
- Mixed views about the overarching partnership vision and how it reviews this vision and what it has achieved
- No overwhelming agreement to “all partners are clear about the benefits of partnership working” at PSB level (4 agree, 3 disagree, 1 strongly disagrees, 4 neither agree nor disagree)
- Concerns about partners challenging poor performance within the partnership and the quality of plans and solutions to address poor performance
- Dissatisfaction about the agreed set of values to which all members subscribe
- Degree of ownership about the partnership across and within all partners
- Whether all relevant partners are involved and contributing
- Concerns about commitment from senior managers to the vision and strategy of the partnership
- Concerns about commitment of elected members to the vision and strategy
- Behaviours and attitudes towards PSB meetings
- Clarity about priorities and how they will be achieved needs exploration
- Lining up of resources to deliver the plans (7 disagree, 2 agree, 2 neutral)
- Pooling of budgets – not wide understanding across the partnership
- Lack of visibility with the public and the need to improve joint communication/publication opportunities
- Effectiveness of reporting back to own organisations
- Need to share knowledge and learning with other partnerships
- Concerns about challenging and scrutinising performance, and how the partnership manages and resolves conflict
- Whether there are robust risk management procedures in place, and reporting of key risks
- Some dissatisfaction overall emerging from Safer Communities, Economic Development, and Climate Change & Environment blocks

Other comments received from participants:

- There is a lot of duplication and I question the value of LSPs now that the LAA,CAA and PSB are now becoming firmly established.
- Partners pay lip service to “Narrowing the Gaps” but are less willing to “put their money where their mouth is”
- Cross partnership communication needs to be improved however the restructuring of some Blocks may assist this - cross LSP communication remains poor.

- Performance management appears to be in place however I am unaware of a situation whereby underperformance has been reported and managed.
- Risks are identified at the planning stage however I am unaware of any formalised risk management tool used by the partnerships
- The PSB is not an effective partnership. None of the basic requirements for partnership working are in place i.e. a fully agreed and supported set of objectives with real commitment to them, a clear and agreed plan to deliver those objectives. A common understanding of the Warks total environment needs an effective performance management process to deliver actions. There is no clear planning process involving all parties to produce the LAA etc and then a process to deliver the objectives in the LAA
- Didn't agree with the Block approach and don't really with the proposed new structure - silos at a higher level.
- Giving the partnerships - especially Stronger Communities - an identity when communicating with the public is often difficult, the communication mechanisms of the members of the partnership are being used effectively however to promote and consult.
- In my experience the outcomes intended by the Stronger Communities Block are often measured using surveys which (such as the Place Survey) are questionable but as a national common measure are allegedly appropriate. My LSP is beginning to review performance and plan the coming year - I am satisfied that procedures and leadership are both strong.

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