

Widening outreach

Working in partnership with external
organisations


NEON Summer Symposium 2018

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Greater Manchester Higher




Session outline

- Why look further afield?
 - Choosing who to work with
 - Dotting the Is and crossing the Ts
 - Setting expectations
 - Managing relationships
 - Quality assurance
 - What to do when things go wrong
 - Case study
 - Your experiences
 - Lessons learnt
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GM Higher external partners



Why look further afield?

- **Capacity**- staffing/funding
 - **Expertise**- they can do something you can't
 - **Aims**- aligns with your aims/objectives
 - **Audience**- they can reach an audience you can't
 - **Policy**- big on collaboration
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Choosing who to work with

- Types of organisation
 - Do they meet your aims?
 - Are they value for money?
 - Will they add value?
 - What do the beneficiaries think?
 - Reputation?
 - Due diligence
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Dotting the Is and crossing the Ts



Dotting the Is and crossing the Ts

TALK TO THEM BEFORE YOU DO ANYTHING

Finance- Do things in line with procurement guidelines- not as simple as 'we want to do this with them', be aware of financial thresholds and requirements for a tender process

Legal- need to have contracts in place (safety net) which consider data sharing, safeguarding, insurance etc.

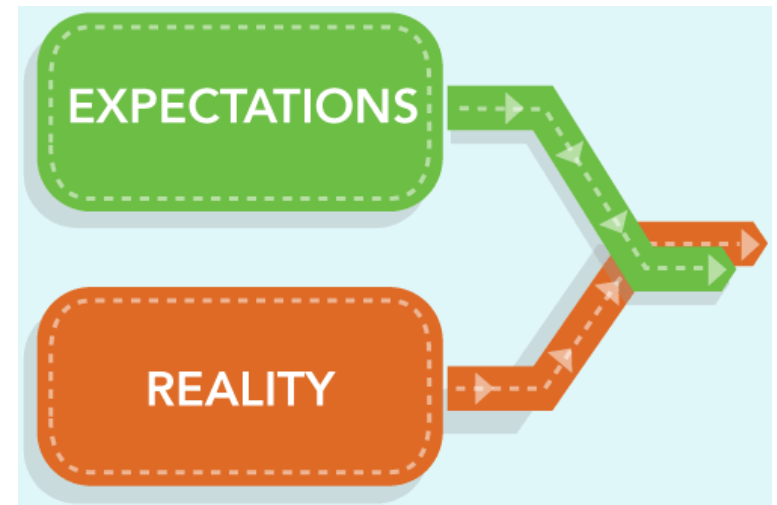
All can take time.



Setting expectations

MOST IMPORTANT STAGE

- Outline from the start
- More specific the better
- Key deliverables
- SMART targets
- Evaluation requirements
- Processes



Managing relationships

COMMUNICATION IS CRUCIAL

- Have clear processes
- Set review points
- Keep a record
- Be honest yet constructive
- Give feedback and take on feedback
- Communicate outcomes to all involved
- Proactive not passive



Meeting, Date

Attendees:


Apologies:

What	Context	Decision/Agreed Action	Who	When	Update

Key Points



Quality assurance

1. **Beneficiaries**- what are teachers/advisors/ staff on the ground telling you?
 2. **Data**- what is the monitoring and evaluation data telling you?
 3. **Review meetings**- what is the provider telling you?
 4. **Observations**- what are you actually seeing?
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What to do when things go wrong

COMMUNICATION IS CRUCIAL

- Address in a timely manner
- Honest conversation
- Phone/face to face
- Follow up in writing
- Consider who you need to speak to within the organization
- Is it a breach of contract?



Case study- Key 103/Hits Radio

- Two elements- school and community
- Largest project- procurement challenges
- Content of sessions- ongoing refinement
- Logistics- issues
- Rebrand from Key 103 to Hits Radio



Lessons learnt

- Introduced review meetings and formal template for recording
- Introduced termly review meetings with school-based staff
- Introduced quality assurance
- Revised tender guidance to include all information needed for 18-19, particularly re. monitoring and evaluation

Your experiences...

Think of an example of an external project/partnership you have been involved in

- Why did you work in partnership?
- What worked well?
- What didn't work so well?
- What could you have done differently?

In summary

- Communication is crucial
 - Set clear expectations from the start
 - Discuss with finance and legal before committing to anything
 - There is always a resolution
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