

# Partnership Health Check



Is your partnership really working?

Use the Partnership Health Check to assess  
how well it is performing

## Partnership...a different way of working

The challenges of working in partnership can be so much greater than those you face inside your own organisation. Do all parties in your partnership have the same commitment as you do? What are the levels of risk on each side? How do you assess different contributions?

Imagine what it would be like to have expert resources to help you assess and then to realise the full potential of the partnership.

### The Partnership Health Check delivers...

- An objective and independent assessment of your partnership
- A clear focus on the areas to address
- A process to address them, resulting in some or all of the following:
  - **Time saved**
  - **Improved efficiency**
  - **Lower costs**
  - **Better service**
  - **Faster delivery**
  - **Improved morale & productivity**

If you have measures of service, revenue or delivery, you can expect to see a real improvement and a quantifiable step change in service quality, speed, and client satisfaction.

### What is the Partnership Health Check?

The Partnership Health Check was developed by Q. Learning in partnership with Avenue Management and is a unique model of partnership using information and feedback from organisations in both the public and private sectors. This leading edge tool identifies the type of partnership you are engaged in, and examines its effectiveness by using nine criteria for successful partnership, ranging from capability to risk. It provides you with the tools and vocabulary to assess your partnership both in structure and performance and to identify ways to enhance its effectiveness.

### The Partnership Model

Partnerships take many different forms, yet there is only one word to describe them. This often leads to problems, as different partners have different expectations of the partnership, in terms of what it will deliver, and how it will be delivered. We have identified three core types of partnership, and we can help you decide which fits your needs best.

### Measures of success

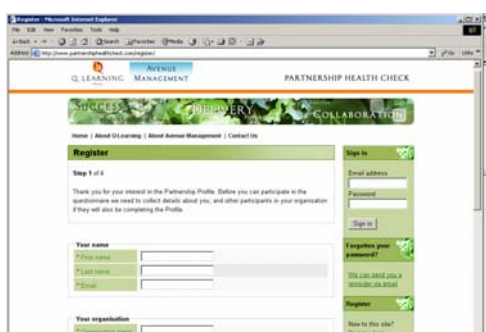
Just as there is only one word for partnership, so there is no recognised set of measures or guidelines for assessing its effectiveness. However, BSI now plan to issue a standard for partnership, and having monitored its development carefully, we are happy that it is in line with our model and methods, which we continue to refine in the light of new research and experience.



We use nine criteria in our assessment, because a partnership consists of many elements, and it is much easier to manage and measure when you break it down into specific components. For example, we pay great attention to the goals of a partnership, and whether they are shared and understood by all the partners, or whether they are separate, and held individually by each partner.

## The Process

The process starts with an online questionnaire about the partnership which takes about 20 minutes to complete. This can be completed by any number of people from each of the partner organisations (ideally about six each, depending on size), but will produce useful results from just one person. The responses to the questionnaire are then analysed and a report showing the ratings for the nine criteria is compiled, together with a definition of the type of partnership.

A screenshot of a web browser showing the 'PARTNERSHIP HEALTH CHECK' registration page. The page has a green and white color scheme. At the top, there are navigation links for 'HOME', 'ABOUT US', 'LEARNING', 'ABOUT PARTNER MANAGEMENT', and 'CONTACT US'. Below this is a banner with the words 'SUCCESS', 'DISCOVERY', and 'COLLABORATION'. The main content area is titled 'Register' and 'Step 1 of 4'. It contains a form with fields for 'Your name' (with sub-fields for 'First name', 'Last name', and 'Email'), 'Your organisation' (with a sub-field for 'Organisation name'), 'Email address', 'Password', and 'Confirm your password?'. There is a 'Sign in' button and a 'Register' button. A small note says 'You can save your details as a draft for later use.' There is also a 'How to this site?' link.

To start the health check you need to register @ [www.partnershiphealthcheck.com](http://www.partnershiphealthcheck.com) and nominate people you wish to complete the questionnaire.

## The Report

The results from the on-line questionnaires are collated, and the data presented in a report showing the scores against each of the nine criteria.

### Extract from Report

#### Goals

*Low Score*

#### Partnership

*The goals of this partnership are unclear, and are not well aligned to the core goals of each organisation. It is likely that there is no perceived overlap between the partners' goals, as they are not well defined. You will be feeling uncertain about where this partnership is going, and whether it is really worthwhile. You will question what your partners want from it, and whether you have any common purpose.*

A report review session is then set up for each individual partner, involving all those who completed the profile. The review is run by an accredited facilitator, who clarifies both internal and external issues which need addressing. From this, a group agreed view of the partnership will emerge, and this will then be shared with the other partner(s).

## The Cost

The cost of the complete health check is in the region of £2750 for one partner organisation, based on six individuals participating, and the type or size of organisation. The cost includes access to the on-line questionnaire, a half day of assessment and planning, including the production of individual and group partnership reports, and a half-day review session to formulate the partnership development plan, which includes the future use of the partnership model, reference guide and template.

## The Future...thinking of going into a partnership?

If a partnership has not been set up yet, we offer a different profile called **Planning a Partnership**. This will be useful to your organisation if you have a target partner in mind, but have not yet taken the plunge. It will ask questions like:

How well can you judge the skills and competence of your partner?  
Do you have any evidence of how reliable they are in doing what they say they will do?

We also have a **Partnership Checklist** if your organisation is thinking of partnering but has yet to find a partner. This will help in identifying whether you can partner easily, what kind of partner to look for and what type of partnership will suit your organisation.

Wherever you are as a partner or potential partner, we can help you to make the best decision for your future success.

Contact us to find out what we can do for your partnership.



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