

Slough Compact Protocols

Partnership Working

Partnership has come to mean both formal arrangements for joint working and less formal collaboration between organisations and agencies that have a shared need or opportunity.

Partnership working is both a vital way of ensuring a solid infrastructure for the town which allows problems to be shared and resolutions found and, often, a requirement to ensure funding and resources from government and other agencies.

It is generally accepted that collaboration brings more effective and efficient results and can reduce confusion among residents and clients of services, particularly those who live in disadvantaged communities.

A strong Compact depends on the quality of its partnerships, the protocols articulate this. The Partnership protocol summarises shared values and key principles that will allow the Compact to be tested.

Accordingly there is shared agreement that

The values and principles of the Compact apply to successful partnership and these are listed below.

- Respect and understanding
- Equality
- Diversity/accepting difference (and different points of view)
- Value others
- Integrity and honesty
- Flexibility
- Transparency
- Openness
- Clarity
- Professionalism



Successful Partnership requires common values and mutual respect to make it strong this is built upon good communication and interpersonal relationships that can take time to establish, there are fundamental requirements of good partnership:

- all parties, including clients and customers, should be treated in the same way - with respect, dignity and good service.
- avoids a blame culture
- rests on a shared commitment and mutual responsibility
- it requires:
 - professional courtesy and professional practice
 - mutual respect and understanding
 - clear and fair rules on funding and governance
 - clear and open communication
 - a willingness to negotiate and compromise (and 'active listening')
 - a willingness to solve problems and meet challenges together