

# Partnership Charter

**The Big Life group is in the business of changing lives. We fight inequality by working with people and places to create opportunities and inspire change.**

It is our belief that there might be all sorts of things stopping people from getting where they want to be. People juggle their health, work, relationships and much more besides. People with multiple barriers often face the biggest challenges, and when one thing goes wrong it can feel overwhelming and impact on everything.

At The Big Life group, we work with people on all areas of their life, working with them to identify and remove obstacles they may face to changing their life for the better. We help people see the skills and support they already have so that they can build on these. We call this the Big Life way.



**We work with people on all areas of their lives. We see the skills and potential in everyone and value their life experience.**

**We believe all people deserve a first class service** which develops their resilience, is led by them and responds to their priorities.



Everyone has the capacity to change, but we know it's not easy. **That's why we celebrate every achievement and we never give up.**

**We are not afraid to tread new ground.** We learn from feedback and innovate to respond to new challenges.



**We work in partnership** with people and places to achieve more together than we can alone.



**We believe that the best services are delivered by strong partnerships, and we are committed to working together to develop them. It is not just about what we do, it's how we do it that makes a difference. Our values are important to us, and we will use them as a foundation for working with other organisations with similar values.**

**Thoughtful:** We will reflect on what we do. We will find time to consider how effective we are and how we can be better. We do not want to react to circumstances, but proactively work to achieve our vision.

**Honest:** We try to be honest with ourselves and with others. We want to build on our strengths and learn from our weaknesses. We always want to improve.

**Inspiring:** We want to inspire people to change their lives, their businesses and their communities.

**Creative:** We will look for new ways to do things and always question what is 'accepted'. We seize opportunities and look for new solutions.

**Courageous:** We will do what we think is right for the people we work with. We are proud to be different – but only where difference is needed.

**Valuing Difference:** We strive to find the unique qualities, gifts, insights, skills and perspectives that different people offer. Only by embracing diversity can we achieve greater social change.

**The Big Life group's partnership charter** sets out key principles for how we work in partnership with other organisations and is the foundation of all our partnerships, regardless of the role we have in it. As partners we aim to achieve all the points in the charter, but we understand this is not always possible and will support collaboration to develop solutions that are relevant for the partnership. This charter is not a legal document and will not replace partnership contracts.

## Partnership vision

---

*We will work with partners to develop a shared vision for the partnership based on our collective values and principles.*

- We advocate for partnership vision workshops, at the start of the partnership or service to create a shared vision, including, shared values and principles, key objectives, timescales, budgets, roles and responsibilities.
- We seek clear and effective collaboration in developing our partnership vision.
- We will ensure that people and communities are at the heart of our partnership.
- We support regular, agreed review of partnership vision.

## Creativity and innovation

---

*We will encourage diversity of thought and lived experience in our service development.*

- We support the co-production of partnerships with partners, including key service delivery processes
- Encouraging mutual collaboration can help foster a rewarding and mutually respectful relationship between partners. This will help deliver and achieve the overall goals of the partnership.
- We support creative environments where we can share insight, knowledge and ideas that support people and communities to get to where they want to be.

## Governance

---

*We will develop governance processes with partners, agreeing roles and responsibilities that will ensure efficient and effective decision making.*

- We will ensure the partnership is properly resourced and time commitments are agreed at the start of the partnership or the service. We will be transparent in setting full cost recovery budgets with partners.
- We will dedicate time to developing key objectives, processes and responsibilities with partners and ensure everyone is clear on expectations.
- We will agree a clear performance framework with partners and agree reporting processes. We will work flexibly to ensure our systems and processes are compatible with others in the partnership.
- We will be honest when things do not go to plan. We will work together to agree pathways for resolving disagreements and disputes. We understand that challenges are healthy, and we welcome them.



## Communication

---

*We will develop an environment of honesty, courage, inclusivity, and co-operation in our communication processes for the partnership.*

- We will be clear on our channels of communication, ensuring information can be shared between partners accurately, clearly and to agreed timeframes.
- We will ensure partners are informed quickly and accurately about any changes to our business or services that may impact them.
- We will provide timely, comprehensive written proposals about partnership and service developments and provide each other with clear and timely feedback.
- We will develop strong work relationship between partners and front-line staff.
- We will promote partner organisations' activities and impact.
- We will share other opportunities with the partnership and be open and honest about our intended approach.

## Learning and evaluation

---

*We will create a learning environment, using all feedback to review performance and future direction.*

- We will advocate for a learning environment that is influenced by quality data, our collective experiences, and people who experience our services.
- We will aim to identify good practice and barriers in service delivery and share across the partnership.
- We actively encourage feedback in all its forms and use to positively influence service and organisational development.
- We will recommend regular agreed partnership performance reviews.

