

# Successful Delivery Partnerships – a prime contractor's view

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# Agenda

- Working Links - background
- Principles of successful partnerships
- Practicalities of successful partnerships
- The Prime Contractor role
- Putting it all together



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# Working Links

- Public                      The Shareholder Executive
- Private                     Capgemini & Manpower
- Voluntary                 Mission Australia

3 x Work Programme contracts

2 x NOMS ESF (London & Wales)

5 x Work Choice (incl. East London)

Young People contracts (incl. Young London Working – Mayor's Fund)

We deliver extensively ourselves, subcontract approx. 50%

Turnover will be approx. £100m p.a. going forward

170,000 already supported back in to sustained employment since 2000



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# Principles of strong partnership

Quality – benefits customer and funder

Value for money – benefits funder

Good service – benefits customer

Innovation – benefits customer

Trust – benefits partners

Successful partnership doesn't just happen

Prime and partners need to make it happen

A marriage not a one night stand



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# Practicalities of DWP ESF partnership

- *What is needed from a delivery partnership working with families?*

Wide ranging service to meet specification/barriers = multiple delivery partners

Expertise

Flexibility

- *What are the challenges facing prime contractors and sub-contractors?*

Collaboration and co-ordination of activity with own delivery partners, other programmes (WP) and stakeholders.

Changing work practices if the going gets tough.

Hitting the DWP's contractual targets month after month after month after month.

Making a profit/surplus

- *What are the benefits of existing local partnerships, e.g. Local Authorities?*

No need to re-invent the wheel

Economically efficient



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# Working Links' role

Primes carry the responsibility for contract delivery so performance management necessary.

## What do we bring to the table as a Prime Contractor?

- Financial strength
- Ability to take risk
- Systems/governance/reporting responsibility

## Which means.....

- Capacity building
- An extensive supply chain
- Scope for your growth



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# How to get involved?

- Submit EOI to framework suppliers
- Quality of content important
- Detail required about performance and services you deliver

We'll want to talk £s.

Sell your organisation.

Realistic discussions about e.g. delivery failure, contingency arrangements, fluctuating volumes



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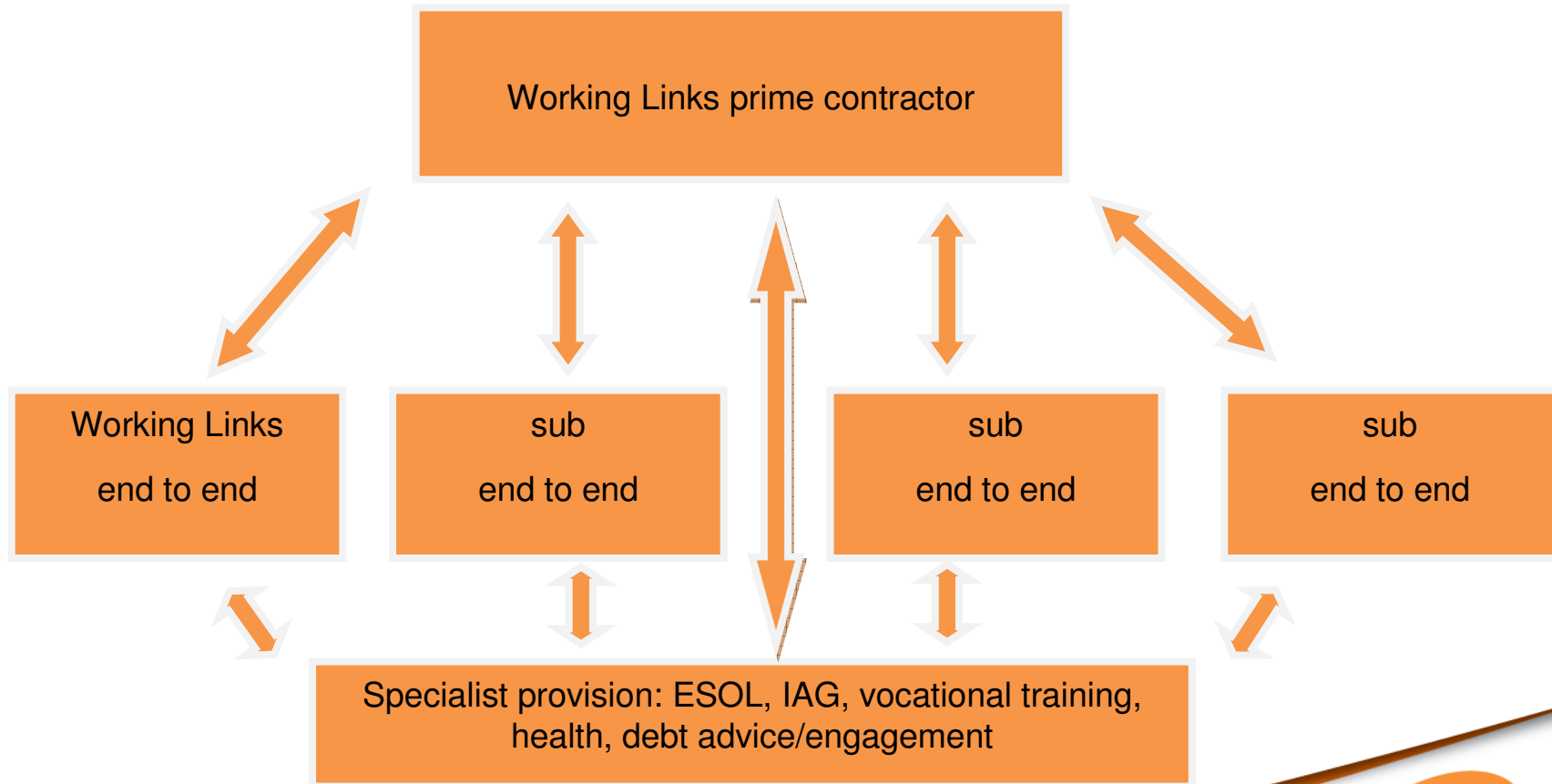
# Putting it all together

- 1) Understand the customer's requirement **WL + partners**
- 2) Design the solution **WL + partners**
- 3) Agree geography, service to be provided, volumes and outcomes, discuss issues e.g. TUPE **WL + partners**
- 4) Agree £s **WL + partners – GET IT IN WRITING**
- 5) Letter of intent **Partners**
- 6) Win bid – sign detailed contract with SLAs
- 7) You are assured of honesty and transparency –funder sees everything. MERLIN code of conduct



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# Working Links supply chain



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