

Appendix F- Partnership Working

The Provider must work collaboratively with organisations across Lancashire to deliver a coordinated and integrated carers support system.

The provider must establish and maintain effective working relationships with:

1. Lancashire County Council Adult Social Care services.
2. Health and Care Partnerships.
3. NHS Trusts.
4. Primary Care Networks.
5. Community Health Services.
6. District and Borough Councils.
7. Voluntary, Community, Faith and Social Enterprise (VCFSE) organisations.
8. Housing providers.
9. Carers organisations.
10. Community groups and neighbourhood organisations.
11. Brokerage services.
12. Other commissioned providers.

The Provider must actively contribute to a whole-system approach that improves outcomes for carers and reduces duplication across services.

Neighbourhood Working

The Provider must align service delivery to Lancashire's developing neighbourhood-based approach and wider Models of Care programme.

The Provider must demonstrate how services will:

1. Maintain a visible presence within local communities.
2. Work alongside neighbourhood teams and hubs.
3. Support identification of hidden carers.
4. Build relationships with local organisations and community assets.
5. Improve access to support within rural and urban communities.
6. Work collaboratively with multidisciplinary and integrated teams.

The Provider must ensure that carers can access support within their local community wherever possible.

Integrated Working Between Lots

Where different organisations are delivering Lot 1 (Assessment Service) and Lot 2 (Connecting Service), the Providers must demonstrate robust arrangements for integrated working.

These arrangements must include:

1. Agreed referral pathways.
2. Information sharing protocols.
3. Escalation procedures.
4. Joint working arrangements.
5. Shared outcome monitoring.
6. Business continuity arrangements.
7. Resolution of disputes or operational challenges.

The Provider must ensure that carers experience a seamless service regardless of organisational structures.

Carers must not experience delays, duplication or fragmented support because of contractual or organisational boundaries.