



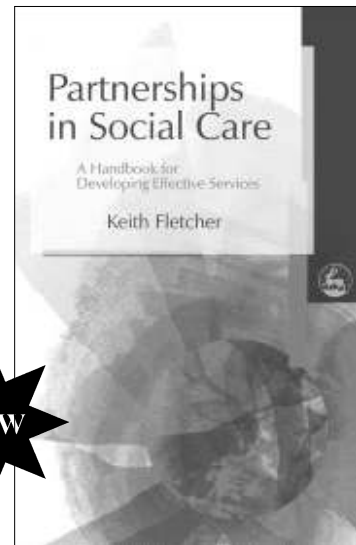
**Jessica Kingsley Publishers**

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# Partnerships in Social Care

## A Handbook for Developing Effective Services

*Keith Fletcher*



**April 2006 144pp ISBN 1 84310 380 X pb £17.99**

*Partnerships in Social Care* is a practical handbook for professionals engaged in planning strategic partnerships in health, social care and education services.

The author proposes that service providers consider five key questions when setting up new partnerships: Is this partnership necessary? What is its purpose? Who is involved? Where will it function? How will it work?

Fletcher discusses the common problems of building successful partnerships - such as conflicts of interest and allocation of funding and resources - and offers guidance and practical tips on dealing with them. Designed as a quick reference, the book allows readers to find advice relevant to their particular situation or gain an overview of the themes explored.

This accessible and concise professional handbook is highly recommended for practitioners, managers and politicians, as well as all professionals working in, or considering working in partnerships in health, social care, housing, children's services, education, community development, justice and local services.

**Keith Fletcher** has spent much of the past few years working with 'failing' authorities with problems caused by ineffective or non-existent collaboration arrangements. He has helped them to identify strategies and build effective partnerships. He was formerly Deputy Chief Inspector in the Social Services Directorate, Wales, trained as a social worker and his professional background is in government social services. He has previously written several books on children's, health and social services, including *Negotiation for Health and Social Services Professionals*, also published by Jessica Kingsley Publishers.

**CONTENTS:** Part I. Overview. Introduction: What this book is about. Who this book is for. 1. Partnership: the agenda. Part II.. 2. Is this partnership necessary? 3. Purposes. 4. Who is involved? 5. Geography and demography. 6. Managing change. 7. The Change Programme. Appendices. References. Index.



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# Negotiation for Health and Social Service Professionals

*Keith Fletcher*

**1998 200pp ISBN 1 85302 549 6 pb £18.95**

'This is a useful book and a joy to read. It is useful because it gives a very strong and repeated message that is of considerable relevance to all of us working in health and social services: "The good negotiator in this situation recognises that there is no bottom line, as all the parties involved have the same major interested beneficiary (the patient or service user). The book takes us through the process of negotiation discussing such issues as: preparation; tactics and strategy; timing; giving and picking up signals; and managing behaviour. The book is a joy to read because it stimulated for me thinking and reflection about immediate issues on my work agenda. It is also a joy to read because although it is 151 pages long the pages get turned quickly (always a positive reinforcement!) as many pages incorporate tables, flowcharts, practical examples and exercises.'

- *Community Care*

We all negotiate every day, professionally and socially, yet few of us have had any training in how to do so more effectively. For professionals in health, social care and children's services, an ability to negotiate successfully is vital. Commissioning, contracting and negotiating new partnerships for delivering better services are now part of everyday life. Arguing that in the health and social services a different, less aggressive approach is required to that advocated by negotiators in the commercial sectors, Keith Fletcher explains how to prepare for and deal with negotiation situations more confidently so that settlements can be reached which satisfy all parties.

## **ORDER FORM** *Please use block capitals*

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