



Partnership with Stakeholders – Winner

Kelly Thompson – IXION



We are nominating Kelly for partnership working, for consistently achieving above and beyond expectations, with positive comments frequently being received about her work from stakeholders.

A good example of her partnership working ability was when Kelly was tasked with developing the Short Course and VET strategy in the region.

Kelly took responsibility for networking and developing links with a wide variety of providers to suit the varied needs of the cohort. She worked systematically with case managers in all locations to identify suitable courses to meet the needs of the participants, supporting their social inclusion and future opportunities. Once suitable training opportunities were identified, she liaised with all CFO3 stakeholders and relevant LEPs



to ensure: 1) no duplication with existing services; 2) all stakeholders supported the training. Stakeholders included prison staff, resettlement services and CRC/NPS staff, many of whom were in a state of flux themselves, with the sector changes— so achieving effective communication and outputs was a challenge; one that Kelly rose to meet. The task has been described by one stakeholder as ‘trying to herd cats’....an analogy I’m sure many would agree with!

Once ‘needs’ were established and approved, Kelly was responsible for onboarding providers onto sub-contracts and supporting them through ISPA sign up. As many of these companies were smaller providers, the level of detail and depth of the ISPA made some apprehensive about working on CFO3 and some even requested to withdraw; but Kelly spent much time reassuring and supporting them through the process, taking on the burden of work and making sure that they were confident and able to sign up, compliantly and happily to their ISPA.

After ISPA signing, the remit of Kelly’s role ends – but Kelly goes above and beyond this and working with the delivery teams, she supports the set-up of the delivery at CRC/NPS premises; understanding this to be a challenging task with potential for problems. Kelly involves herself in everything from booking rooms to sorting out refreshments, assessing appropriateness of CRC/NPS referrals, liaising with SPOCs, OMs and ETE staff and general trouble shooting where necessary.

Kelly is so passionate about the CFO3 programme and recognises the vital importance of effective partnership and mutually beneficial relationships on the overall success of the programme for all involved. Consequently, she works incredibly hard to ensure all factors that influence these relationships, are not just ‘maintained’ – but are exceptional. Her natural charisma, combined with her determination and skills, mean that the relationships that she develops, really promote the service and the bolster the reputation of CFO3.

Whilst the majority of Kelly’s work success, cannot be ‘measured on paper’ one that can is the direct improvements in training delivery, which has increased by 27% in S&S and by 102% in MD for SC’s, and by 64% in S&S and 106% in MD for VETs. This is a testament to the Kelly’s ability to build effective partnerships for the good of the contract.

