

It's not going well

I believe if a partner isn't happy with what's being done
and their partnership isn't working,
then I believe, really, they should make room
for a new community partner.

I think It's very important,
and if it doesn't work for you then move on
and let someone else have a go.

Maybe it's too obvious
but they should immediately inform
their partnership group of why they're not happy
and put in place a mechanism to deal with it.

It all goes down to communication.

One of the most important things to do
is to talk and to reflect and to dialogue.

I think dialogue is both ways.

If that doesn't resolve things
then I think it may be wise
to try and get in a third party,
as someone to intermediary
who can help, kind of,
broker an arrangement,
because no partnerships
are ever smooth all the time and all the way.

It's only after, if those kinds of things failed,
would I, as a community partner,
then seek to, kind of, sever ties.

Because that's a kind of nuclear option.

And to do that would also be
to jeopardise opportunities
for people with whom we work, service users.

I do think there's room for challenging them.

I don't think you'd have to be...
what's the word, not aggressive in your challenging.

But you certainly need to ask the question.

If you're not happy about it, you know,
go back, keep going, don't give up.

If a community partner is unhappy,
I have a slight feeling that means
that something's gone wrong a lot earlier.

Because if it was a true reflective process
from the start of the work,
I don't think that major problems should arise,
which are insurmountable.

So hopefully a very effective process
with discussion and consensus,
the way that we've done it,
will actually be countering barriers as they go along.

And they won't build up
into something more difficult to overcome.

If they just decide that it's not for them,
then they're fine to, sort of, leave
and then we usually stick together
in a group and talk about,

"Well, who else could we utilise?

Who else could utilise us?"

Well, I think there's negotiation.

I don't think you should just drop out straightaway.

I think there's plenty wriggle room;

space to have conversations where renegotiating.

This is only going to work

in the long term if everyone involved

feels they're getting the right things out of it

and if we're not open about that,

it's not going to work, so speak up.

I guess not every piece of work

has terms of reference in place

and so I suppose this will be a key point

where somebody who wasn't a community partner,

who wasn't happy with the way things were going,

could actually take a moment to stop and say,

"Perhaps we need some boundaries,

some structure on which to hang the work."

Perhaps through some set terms of reference.

I think it's really important

that you've got good communication

with the museum and that you know how to get in touch

and you can also communicate

between hub meetings

and then, if you've got any problems

or concerns you can always just talk them through.

You can also keep in touch
with other members of the hub
so that you can actually share your ideas
or any concerns and thoughts as well.

Regardless of hierarchy,
whoever I felt comfortable to approach
would be the one I would approach.