

The Warwickshire Compact Commitments

3. Responsive and high-quality services

Undertakings for public agencies:

3.1 Ensure information is widely available for voluntary and community organisations around funding and procurement opportunities and any related events.

3.2 Seek ideas from voluntary and community organisations around different models of delivering services and meeting community priorities.

3.3 Work to remove barriers that might prevent smaller organisations becoming involved in delivering services where they are best placed to deliver the desired outcomes.

3.4 Provide a clear rationale for all funding decisions.

3.5 Commit to multi-year funding where appropriate and where it adds value for money. The funding term should reflect the time it will take to deliver the outcome. If such an arrangement is not possible or desirable, public agencies will explain the reason for the decision.

3.6 Consider joining up funding and monitoring arrangements where more than one agency is funding the same service.

3.7 Ensure there are well-managed and transparent application and tendering processes which are proportionate to the desired objectives and outcomes.

3.8 Aim to inform organisations of funding decisions at least 3 months before the expected start date.

3.9 Discuss and agree how outcomes, including the social, environmental or economic value, will be monitored before a contract or funding agreement is made.

3.10 Ensure that monitoring and reporting is relevant and proportionate to the nature and size of the opportunity and is clear about what information is being asked for, why and how it will be used.

3.11 Recognise that organisational overheads and costs associated with training and volunteer involvement are legitimate costs in delivering services and projects.

3.12 Discuss risks before the start of any contractual relationship and aim to allocate risks to the organisation(s) best equipped to manage them.

3.13 Public agencies will endeavour to ensure all bodies distributing funds on behalf of public agencies adhere to the commitments in this Compact. This includes the relationship with prime contractors and their supply chains.

3.14 Ensure that the widest possible range of organisations can be involved in the provision of services through appropriate funding and financing models, including payment in advance of expenditure where this is appropriate. Payment schedules should be agreed in advance where appropriate and payment should be made promptly on receipt of correct and timely invoices.

Undertakings for voluntary and community organisations:

3.15 Ensure robust governance arrangements so that issues are addressed early and, where appropriate, jointly with funders and funders are given early notice of significant changes in circumstances.

3.16 Aim to provide three months notice of any planned changes or withdrawals from funding agreements.

3.17 Be open and transparent in reporting. Recognise that monitoring, whether internal or external, and measuring the impact of services is an aspect of good management practice.

3.18 Help facilitate feedback from service users and communities to public agencies to help meet priorities and improve services. Seek to involve service users, beneficiaries and volunteers wherever possible in developing, managing and monitoring activities and services.

3.19 Recognise that public agencies can legitimately expect voluntary and community organisations to give public recognition of funding.