

Reed in Partnership -Supply Chain Fees and Charges Policy -

1. Context

This policy is applicable for all supply chain delivery related to employment services including all programmes commissioned by the Department for Work and Pensions (DWP) and the Department for Employment and Learning (DEL). Contracts within scope of this policy include: The Work Programme, Work Routes and Steps 2 Success.

2. Principles of positive partnership

Reed in Partnership recognises the important role that our Provider Network will play in the successful delivery of programmes that ensure that needs are effectively met and that the highest level of outcome for participants on our programmes (Members) are achieved.

Through our commitment to developing strong working relationships with all our Providers, we have developed our Partnership Approach which is centred on:

- 1) Reed in Partnership will be fair and transparent throughout the selection process

Reed in Partnership recognises that successful partnerships are built on trust, which is developed from the outset. Reed in Partnership will conduct a fair and competitive tendering process to identify and select a Provider Network best suited to achieving delivery success. Throughout the process we will provide regular updates and constructive feedback to unsuccessful Providers.

- 2) Reed in Partnership will seek to develop successful long term working relationships

Reed in Partnership is committed to working closely with our supply chain partners to build long term partnerships for the success of each specific programme, wider long term business success and long term solutions for Members. Reed in Partnership will be open and transparent in our contract management approach to develop mutual trust between all parties and will specify a nominated point of contact to provide consistency in communications.

- 3) Reed in Partnership will encourage the sharing of best practice and the development of our delivery teams

Reed in Partnership considers continuous improvement to be critical to ongoing success, and will create a structure and culture within our supply chains to achieve this. Reed in Partnerships firmly believes in and promotes open dialogue, joint problem solving and the sharing of best practice.

3. Support and resources available

Reed in Partnership continually reviews its service offer to Providers and looks to improve interventions and support tools so that services can be delivered to the highest possible level. This was highlighted by the achievement of the Merlin Standard in 2012. The types of support which a Provider could receive would include:



- Access to the Reed in Partnership Management Information systems and training on how to use all delivery tools effectively to ensure the best possible level of service and outcomes
- A full suite of MI reporting to monitor performance and quality of delivery
- Comprehensive programme guidance and training
- Comprehensive IT training for your nominated 'IT champion'
- Support in managing claims and queries on risk, compliance, and quality assurance
- Sharing of best practice across the Supply Chain to ensure the best level of service and value for money for the Member
- Active participation in programme specific Service Delivery Boards
- Opportunities to inform and become involved in service design and future business activity
- Opportunities to contribute to the wider strategic delivery of our supply chain network
- Access to the wider networking / capacity building opportunities within the supply chain
- Access to bespoke marketing and editing of Provider resources
- Regular observations of delivery with constructive feedback

4. Management fee

Reed in Partnership applies a management fee in the region of 13-20%. The charges relate to the costs linked to procurement, systems, contract management processes and support mechanisms.

5. Payment terms

Payments across the Reed in Partnership supply chain are made on a 30 day basis, through a self-billing invoice process. All of which are dependent on the accurate and compliant receipt of all relevant claim evidence.

6. Process for policy updates

The Reed in Partnership supply chain fees and charges policy is updated annually in line with the Department for Work and Pensions contractual year.