

**Reed in Partnership -Supply Chain Fees and Charges Policy -
National Citizen Service: 2018**

1. Context

This policy is applicable for all supply chain delivery with funding received from the NCS Trust C.I.C (the Trust) under the National Citizen Service (NCS) programme.

2. Principles of positive partnership

Reed in Partnership recognises the important role that our Provider Network will play in the successful delivery of the NCS programme and ensuring that young people on the programme receive the best possible experience.

Through our commitment to developing strong working relationships with all our Providers, we have developed our partnership approach which is centred on the following core concepts.

- 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 the NCS programme, wider long term business success and to create a compelling and rewarding service for young people. Reed in Partnership will be open and transparent in our contract management approach to develop mutual trust between all parties and will specify appropriate nominated points 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 a culture within our supply chains to achieve this. Reed in Partnership 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 offered 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 will 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
- Sharing of best practice across the Supply Chain to ensure the best level of service and experience for young people
- Active participation in Service Delivery Boards and Partner Forums
- Opportunities to inform and become involved in service design and future business activity
- 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

The average management fee applied by Reed in Partnership is 19%. The charges relate to the costs linked to procurement, systems, contract management processes and support mechanisms available to all Providers.

5. Payment terms

Payments across the Reed in Partnership supply chain are made on a 14 day basis, through a self-billing invoice process. All payments are subject to contract and dependent on the accurate and compliant receipt of all relevant evidence for each payment type.

6. Process for policy updates

The Reed in Partnership supply chain fees and charges policy is updated annually once the Autumn delivery phase has ended.