

Working with the Voluntary and Community Sector in the County Borough of Caerphilly

## FOREWORD

First established in 1999 as a Voluntary Sector Compact, this is a Partnership Agreement between statutory organisations and the voluntary and community sector in the Caerphilly county borough. The Agreement recognises the mutual benefits that can be gained from close co-operation and sets out guidelines for how all parties should work together. Caerphilly county borough has a vibrant and active voluntary sector which plays a complementary and distinct role in identifying and meeting the needs of local people. Considerable progress has been made in harnessing the work of the voluntary sector together with other major players in the borough to work together for the benefit of residents.

This is the sixth Partnership Agreement for the Caerphilly county borough and provides an effective framework for joint working. In these challenging economic times, the financial pressures facing public services make it even more important for the Partnership Agreement to be actively supported and encouraged. The Well-being of Future Generations (Wales) Act 2015 and the development of the Caerphilly county borough Well-being Plan "The Caerphilly We Want 2018-2023" alongside the Social Services and Well-being Act (Wales) 2014 provide a platform for focussed actions bringing all partners together with the voluntary and community sector to improve the well-being of people in Caerphilly county borough. The Caerphilly Public Services Board (PSB) is responsible for delivering the priorities of "The Caerphilly We Want" Well-being Plan and is a signatory to this Partnership Agreement as a Board.



Caerphilly Public Services Board launch the Well-Being Plan

## PARTNERS

**Gwent Association of Voluntary Organisations (GAVO)** is the county voluntary council in Caerphilly. GAVO is an umbrella organisation providing support, advice and information to the voluntary and community sector with over 800 members in the county borough. GAVO is an invited member representing the voice of the voluntary sector at the Caerphilly Public Services Board, and at a strategic level across the county borough. GAVO supports joint working through the Caerphilly Well-being Plan, the Voluntary Sector Liaison Committee and forums and networks.

**Caerphilly County Borough Council** is responsible for all local government services in the borough and is a statutory member of the Caerphilly Public Services Board. The Council facilitates the Public Services Board (PSB) and the development and delivery of the Well-being Plan for the county borough.

**Gwent Police** covers an area of 600 square miles bounded by Abergavenny in the North, Newport in the South, Chepstow in the East and Caerphilly in the West. The Gwent policing area is mixed, rural and urban. Gwent Police actively encourages and develops working partnerships with the voluntary sector, local authorities and businesses with a shared goal of creating safer communities. For Gwent Police these partnerships mean additional resources to fund the equipment and services needed to help reduce crime, disorder and antisocial behaviour. Gwent Police is an invited member of the Caerphilly Public Services Board.



## Police and Crime Commissioner

The Police and Crime Commissioner is the person responsible for representing the people of Gwent and ensuring that the service provided by the police is efficient and effective. The Commissioner holds the Chief Constable to account for the delivery of local policing, publishes a Police and Crime Plan, sets the force budget and precept, regularly engages with the public and communities and appoints the chief constable. The Commissioner also works with partners to prevent and tackle crime and reoffending. The Commissioner is supported by the Office of the Police and Crime Commissioner. The PCC is an invited member of the Caerphilly PSB.

## Aneurin Bevan University Health Board

The Aneurin Bevan University Health Board was established on the 1st October 2009 and covers the Local Authority areas of Blaenau Gwent, Caerphilly, Monmouthshire, Newport, Torfaen and South Powys.

In the Caerphilly county borough, the ABUHB is responsible for the planning, implementation and co-ordination of local health services. It is responsible for the delivery of health care services through hospitals, health centres, local clinics and primary care facilities which include GP Practices, pharmacies, dental practices and optometrists along with facilities providing mental health and learning disability services.

The ABUHB has an important role to play in multi-agency, integrated assessment of the needs of the local population to identify how to develop services to improve health, social care and well-being and reduce inequities across the borough working through the three Neighbourhood Care Networks (NCNs) in the county borough. The ABUHB is a statutory member of the Caerphilly PSB.

## South Wales Fire and Rescue Service

The Service is one of three Fire and Rescue Services in Wales, covering the area of ten local authorities and is committed to making communities a safer place to live, work and visit. The Community Safety and Partnership Department of the Service is actively involved in developing strategies to reduce deliberate/arson

fires, accidental fires and road traffic accidents throughout the Service area. The Partnership working groups highlight and influence not only the physical and social effects of fire and road accidents, but also the cost to the communities. These groups work together and towards providing a safer community. SWF&RS is a statutory member of the Caerphilly PSB.



Police and Crime Commissioner's Office at One Beat, Blackwood

## Caerphilly borough Community and Town Councils

Community or town councils are the most local level of government in England and Wales and provide a link between the local community and Caerphilly County Borough Council. There are 18 community councils throughout the borough working with the local authority through the Community Council Liaison Sub-Committee, which acts as an exchange of information, and defines the areas of activity which should be consulted on.

**Caerphilly Business Forum** is the leading business network in the Caerphilly county borough. It gives a voice for the business community and acts as an independent lobbying organisation representing businesses in the local area at regional and national level. It provides an important interface with Caerphilly County Borough Council and has close working relations with the Business Enterprise Support Team. Membership is available to all businesses in the county borough, whatever their size and sector. Members benefit from networking, and are able to promote their company's events and



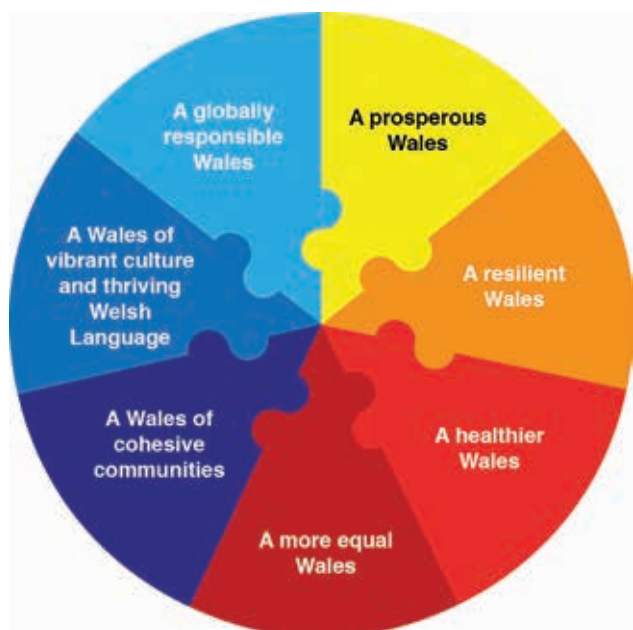


consultation to develop a robust Assessment of Well-being for the county borough and is a long term strategy to make the borough a better place to live, work and visit. The Well-being Plan is overseen by Caerphilly Public Services Board.

## FRAMEWORK FOR MANAGING THE PARTNERSHIP AGREEMENT

The Caerphilly Public Services Board has developed a Performance Accountability Framework, which will manage the delivery of the Well-being Plan and whilst the Partnership Agreement provides a platform for wider partnership working it will need to encompass the principles set out in the Well-being of Future Generations (Wales) Act 2015.

The Act sets out seven National Well-being Goals for Wales, which public services must work towards to improve social, economic, environmental and cultural well-being. These are summarised below:



The Act also sets out how public services should use the Sustainable Development Principle, which stipulates that “We must act in a manner in which we ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.”

The Act sets out five ways of working to evidence how we will work to deliver the Well-being Plan. These are:



**Long Term** The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.



**Integration** Considering how the public body’s well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.



**Prevention** How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.



**Collaboration** Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.



**Involvement** The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

## REPORTING

The Partnership Agreement is delivered and monitored through the Voluntary Sector Liaison Sub-Committee and reported to the PSB via the GAVO representative. This work focuses on partnership actions around the Caerphilly borough’s Well-being Plan objectives, volunteering and funding.

Partners play a key role in ensuring the delivery of the Well-being Plan through their organisation’s concerted actions. The Partnership Agreement signatories are brought together through the Voluntary Sector Liaison Sub-Committee, which meets quarterly, providing a lively forum of discussion, debate and decision. The Partnership Agreement is reviewed every five years to align with the Well-being Plan or sooner if there is an agreed need to do so.

Partner progress will be reported verbally through the quarterly meetings of the Voluntary Sector Liaison Sub-Committee, using the PSB Performance Framework.

Annual progress will be reported to the Voluntary Sector Liaison Sub-Committee annually at the September meeting and will be a standing item on that agenda for discussion. It will then be reported to the PSB at the December meeting each year.

The Voluntary Sector Liaison Sub Committee consists of 15 councillors (in place for the term of Council) and 25 voluntary sector representatives who are elected every three years by voluntary sector organisations and networks. The election process is managed by GAVO.

The Voluntary Sector Liaison Committee and the Voluntary Sector Representatives Sub-Committee both have an agreed Terms of Reference.



Community Conversation at VanGuard with BITC

## NEW DEVELOPMENTS FOR THIS PARTNERSHIP AGREEMENT PERIOD

The Caerphilly We Want Well-being Plan 2018-23 has the following priorities for collaborative working, which are reflected in the focus of the Partnership Agreement 2018-2023.

The “Caerphilly We Want” Well-being Plan 2018-2023 has 4 Well-being Objectives which set the direction for action and change over the next 5 years.

### Objective 1: Positive Change

*A shared commitment to improving the way we work together*

### Objective 2: Positive Start

*Giving our future generations the best start in life*

### Objective 3: Positive People

*Empowering and enabling all our residents to achieve their own potential*

### Objective 4: Positive Places - Enabling our communities to be resilient and sustainable

The Delivery Plan is made up of five Action Areas. These are supported and underpinned by four Enablers.

**Action Area 1:** Best start in life

**Action Area 2:** a. Volunteering and  
b. Apprenticeships

**Action Area 3:** Good health and well-being

**Action Area 4:** a. Safer  
b. Resilient communities

**Action Area 5:** Protect and enhance the local natural environment

**Enabler 1:** Working together

**Enabler 2:** Communications and engagement

**Enabler 3:** Procurement

**Enabler 4:** Asset management

## SHARED VALUES AND PRINCIPLES

All partners to this Partnership Agreement seek to adhere to the following values and principles which mirror the five ways of working and the Well-being Plan enablers:

- **good quality communication** - there is an obligation on Partners to engage in constructive dialogue at all stages of partnership work.
- **equality of opportunity** - employment and service delivery issues should be handled in a non-discriminatory manner and equality of opportunity should be built into initiatives to ensure that all services are equally accessible to everyone.
- **social inclusion** - activities undertaken in partnership should be developed in ways that enable involvement of as many sections of society as possible, by actively addressing factors that can lead to exclusion (for example child care, poor transport, low incomes, lack of information, debt).
- **sustainability** - joint action to improve the quality of life should not be at the expense of the environment and/or jeopardise the natural resources available for future generations.
- **openness and accountability** - joint work/ financial transactions should be conducted in an open and honest manner with clear documentation.

- **information/intelligence sharing** - to ensure that initiatives are developed in light of all available facts (subject to confidentiality constraints).
- **proposals for partnership work** - should be reported to the Voluntary Sector Liaison Sub-Committee at an early stage to ensure that the above factors have been taken into consideration. Initiatives must then be periodically reported to the Committee updating progress with the initiative.



GAVO 90th Anniversary with HRH Prince Charles and Gina Jones

## PARTNERSHIP AGREEMENT COMMITMENTS

All parties will work to promote the Partnership Agreement across their organisations and make the following broad commitments:

### *Public Sector Bodies commit to:*

- Working with the third sector organisations to expand the range of services and activities available to the local community.
- Respecting the independence of the sector, including its right within the law to campaign and to challenge policies.
- Ensuring that the third sector has an equal say in the development of all relevant policies and programmes.
- Recognising the important role of GAVO as the Local County Voluntary Council (CVC) as a source of support, advice, information, guidance, representation, volunteering and training for the voluntary sector organisations.
- In delivering public services through the third sector, using procurement rather than grants

and agreeing outcomes which capture the added value of services, which may result from delivery by the Third Sector.

- Minimising bureaucracy, in line with corporate governance requirements, associated with application, qualification, monitoring and reporting, and audit processes and introduce joined-up monitoring and audit arrangements.
- Working with the breadth of the third sector, including small community organisations, social enterprises, ensuring all 9 protected characteristics of the Equality Act 2010 are taken into account as appropriate in joint work undertaken (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex, Sexual Orientation).
- Following best practice around the management of volunteers.
- Ensuring staff have an understanding of how the third sector works in enhancing the provision of public services.



Geoff from Newbridge Vision Centre at the Community Conversation

### *Third sector organisations commit to:*

- Operating through open and accountable organisations.
- Ensuring policy positions and consultation reposes fully reflect the views of stakeholders and constituents.
- Setting clear outcomes to be delivered when competing for contracts.
- Having robust monitoring, evaluation and financial management systems which provide accurate and timely information to funders and account for public funds.



- Recognising the legal and financial constraints within public sector bodies operate and the role of elected members in setting policies.
- Implementing good practice in the management and recruitment of volunteers, providing access to training and support.
- Supporting the need for high quality public services in the community.
- Contributing to delivering on the Well-being Plan outcomes for the Caerphilly county borough.

**All Partners commit:**

**in relation to the Voluntary Sector Liaison Committee:**

- Attending quarterly meetings of the Voluntary Sector Liaison Committee.
- Submitting reports on items of key interest to the Voluntary Sector Liaison Committee.
- Using this committee (in association with the GAVO Forums/networks) as a primary mechanism for consulting with the third sector.
- Giving full and honest answers to all questions submitted in advance by the third sector for discussion at these meetings.
- Having a nominated senior officer, with responsibility for co-ordinating input to the Committee and acting as GAVO's first point of contact, supported by a network of other officers as necessary.



**Volunteer Manager's Network**

**in relation to consultation and engagement:**

- Involving the third sector representatives in the development of key policies, at the earliest possible opportunity.

- Having clear, jointly agreed mechanisms for consultation and engagement, in particular ensuring involvement of disadvantaged, socially excluded, and marginalised groups, and, as appropriate, across the spectrum of the 9 protected equality characteristics (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex, Sexual Orientation).
- Ensuring staff identify for third sector organisations which have expressed an interest in their areas of service delivery are, included in consultations, and encouraged to participate in reviews of service provision, especially in relation to the Council's Corporate Plan, which states the Council's priorities and details how they will be achieved on a five-year basis.
- Consultations (where possible) should be of a minimum 12 week duration to ensure meaningful discussion can take place with networks, making for a more informed response to the consultation.
- Providing feedback on the response to and outcome of consultation exercises.



**Caerphilly Volunteering Awards Night**

**in relation to volunteering:**

- Support volunteering initiatives in the Caerphilly county borough recognising volunteering is an important way of expressing active citizenship, and is beneficial for both the individual and the wider community, and can be a useful way back into paid work.



- Let volunteers know clearly what is expected of them, with clearly specified lines of support and supervision, provision of training, safe working conditions and the payment of expenses.

**in relation to service provision:**

- For service specifications to have a clear structure, aims and objectives, a written statement that describes how decisions are made, with accountability and governance arrangements built in and an equalities and sustainability policy.
- Provide high quality, cost-effective services.
- Advise the Partners of any unmet community needs via the Voluntary Sector Liaison Committee.

**in relation to community development:**

- Work with GAVO, and through the third sector, in all community development work undertaken in the Caerphilly county borough with all partners.
- Work together with GAVO and the third sector on partnership bids for external funding, with the aim of moving towards pooling resources for community development initiatives.
- Assist partners by finding innovative ways of involving socially excluded and marginalised groups in community and voluntary sector activity.
- Assist local communities to put forward views so that they shape community development work.



Menter Iaith Caerffili Coding Club



Menter Iaith Caerffili Coding Club

**in relation to other aspects of joint working:**

- Ensure that all Partnership Agreement signatories and staff from their organisations abide by the above commitments as a matter of policy and treat each other with respect.
- Oppose discrimination in any form and assist Agreement Partners by finding innovative ways of involving socially excluded and marginalised groups in society in community and voluntary sector activity.
- To operate within the individual respective Agreement Partners Strategic Equality Plans and Welsh Language Programmes.

**in relation to funding issues:**

- Abide by the principles set out in the Funding Code of Practice below.
- Using contracts rather than grants when third sector organisations are delivering public services, and ensure that tender procedures are as accessible as possible for third sector organisations. Risks to the Council however, should always be given due consideration, particularly where a tender/contract undertaking is involved.
- Ensuring that all grants awarded outside of small grant schemes are confirmed via Service Level Agreements, which clearly set out specific outputs and outcomes to be delivered for the benefit of the community, and take into account equalities policies.
- Fund posts at similar pay levels and appropriate conditions of service, to their own employees where parity (either generally for the voluntary sector or specifically to an individual post) is properly evidenced.
- For third sector organisations to abide by agreed terms and conditions of funding, and recognise the financial constraints that public sector bodies operate within.

## FUNDING CODE OF PRACTICE

The statutory sectors in Caerphilly recognise the Third Sector deliver high quality services, which complement or are additional to public services. Often services are delivered in a less bureaucratic but more responsive and cost effective way. Services/projects are often delivered to hard to reach groups promoting equality and social cohesion thus improving the quality of life across the Caerphilly county borough.



GAVO Tiny Talkers Group

This Code, which follows the Welsh Government Code and guidance, seeks to improve the funding and contracting relationship to the mutual advantage of the statutory sector, Aneurin Bevan University Health Board (ABUHB) and Caerphilly County Borough Council (CCBC) and the Third sector by setting a framework for financial relationships.

Many third sector organisations enter into financial relationships with the statutory sector to deliver services or projects, either through grant funding or by supplying services purchased through a procurement/contracting process.

Gwent Association of Voluntary Organisations (GAVO) is signing the document on behalf of the Third Sector in the Caerphilly borough.

## WHO IS THE CODE FOR?

Even though the Code is a formal agreement between Partners who have signed up to the Code (CCBC and ABUHB) it is also intended to be used as a working document by other organisations providing funding to voluntary and community organisations.

The Code sets a standard to which the ABUHB, CCBC, Partners and the Third sector agree to work to in relation to funding, contracts and grant aid. It does not cover what is funded or who should be funded.

The code also acknowledges that all organisations, whether statutory or third sector, may have to adhere to the funding criteria of external agencies and where possible will integrate the good practice contained in this Code. An example of this is funding provided under European Union Financial Regulations.

Although advance payments currently contravene the financial regulations of CCBC, some funders are able to make payments in advance where need arises. This is helpful for small third sector organisations with limited funds. The ABUHB will normally pay invoices quarterly in arrears, but may pay monthly in arrears where this is deemed possible. The ABUHB is only permitted to make prepayments where there is specific Welsh Government approval to do so e.g. voluntary services contracts. The ABUHB can implement tripartite funding arrangements, with the option of annual extensions. Three-year funding arrangements will be considered, where appropriate.



GAVO Tiny Talkers Group

## RELATIONSHIP WITH OTHER AGREEMENTS/DOCUMENTS

The Caerphilly borough Partnership Agreement is the overarching agreement between Partners. The Funding Code of Practice is an integral element of the agreement.

## DEFINITIONS OF AGREEMENTS

Almost invariably payments from the statutory sector to the Third Sector will be made under an “agreement” of some kind. Terminology can differ between and within organisations but essentially the whole process is to ensure the funding is spent appropriately and within the agreed specification. For the purpose of this Code the distinction between the two most commonly used agreements are described below:

### CONTRACTS

A contract is a legally binding agreement and is generally used in situations where services are delivered externally or through another organisation or agency.

### SERVICE LEVEL AGREEMENTS

Service Level Agreements have been around for a long time. However, over the past few years there has been progress in moving towards contracts as this is seen as best practice and provides formality and security for all. Service Level Agreements, however, are the preferred legal documentation with which the Aneurin Bevan University Health Board will enter into funding arrangements with Partners.



Young visitors with RecRock at One Beat

## KEY COMMITMENTS IN THE CODE

In order to achieve the financial relationship the following principles of shared values and mutual respect underpin the framework and ensure collaboratively we achieve our aim.

### ● Consistency and co-ordination

We are committed to seeking to join up and/or standardise funding arrangements as far as possible to minimise the burden on the Third Sector and ensure a focus on delivery.

### ● Simplicity and proportionality

We will ensure processes are as simple as possible and in proportion to the amount of money involved and the perceived risk.

### ● Timeliness

We will endeavour to allow adequate time for planning, decision-making and project/service implementation.



Expert Patient Programme Volunteers at the GAVO 90th Anniversary

### ● Transparency and accountability

Our relationship will be open and honest allowing informed decisions about spending priorities within the Caerphilly borough, ensuring all sectors are involved and learn from previous work and best practice.

### ● Focus on outcomes

We will ensure the achievement of outcomes and the demonstration of impact on our local communities are used as key indicators of the success of projects or services as a direct result of funding.

### ● Best Value/Governance

We will have a mutually agreed framework. For example, Outcomes Based Accountability methodology for monitoring and evaluation of performance, achievement of outcomes and impact, ensuring good use of public funding.

### ● Discussion and dialogue

We will continue to strive to improve communication between organisations through



the work of the Voluntary Sector Liaison Sub-Committee thus helping to build trust to identify and overcome problems before they impact on the delivery of services/projects.

### ● **Empathy**

We will endeavour to understand each other's needs and requirements which should help avoid problems and help achieve outcomes.

## HOW THE CODE IS STRUCTURED

The Code sets out stages in the funding and contracting process including design and delivery under the following headings:

- Project and Service Design
- Application and Tender Process
- Terms of Delivery
- Monitoring and Reporting
- Payment Terms
- Concluding a Financial Relationship



Lord Lieutenant presenting Volunteering Certificates

## PROJECT AND SERVICE DESIGN

Agreement Partners in the Caerphilly county borough increasingly call for effective third sector participation as it is recognised that the sector can often reach vulnerable groups that the statutory bodies cannot. The third sector is expected to play a role in helping to develop services and projects as early as possible in the design stage.

What will result are services which are well defined, deliverable and meet the needs of the people in Caerphilly county borough. The needs of Caerphilly county borough will be evidenced by the Caerphilly We Want Well-being Assessment processes underpinning the

Delivery Plan for the implementation of **The Caerphilly We Want Well-being Plan 2018-2023**. It will also enable the third sector to grow and develop and subsequently improve their ability for delivering long-term.

### CCBC and ABUHB will:

- Provide an opportunity for the third sector to contribute to the needs assessment and design of services and projects, where appropriate, by inviting potential providers to discussions as early as possible in the process.
- Recognise that contributing to this overall process for the third sector takes time and resources.

### The Third sector will:

- Contribute constructively to the process and focus on the needs of the community.
- Be clear about whom they represent and how they came to their views.

### Collaboratively we will work together to identify:

- Services that promote equal opportunities and equality of access for all.
- Risks to the delivery of services/projects and which partner organisation is best placed to manage the associated risk.
- Barriers to delivering the services/projects (e.g. unrealistic timeframes, slower delivery in the early part of the service/project).
- Which aspect of the services/projects would most benefit from third sector involvement.
- How the outcome of services/projects can be demonstrated (i.e. via Outcomes Based Accountability methodology), sustained and contribute to improving the long-term capacity of the third.



Community Consultation

## APPLICATION OF THE TENDER PROCESS

This section covers the process of inviting, applying for and assessing funding applications, including tender bids and giving notice of decisions. A well-managed application process allows the third sector and opportunity and time to make a well-informed and considered application.

CCBC and the ABUHB will follow the well-established procurement rules, regulations and related guidance based on principles of openness, non-discrimination and transparency.

### CCBC and ABUHB will:

- Aim to give reasonable and sufficient notice of funding opportunities to allow the third sector time to respond.
- Publish clear timescales for applications, decisions and schedules of payment.
- Publish clear criteria against which applications and tenders will be selected and evaluated.
- Ensure that forms are clear and accessible and include all relative information so that the third sector can make an informed decision about whether to apply.
- Ensure application forms have a contact name and details for enquiries.
- Recognise it is legitimate for the third sector to include a reasonable element of overload costs in their estimates for providing a service. However, it must be recognised by the third sector that all estimated costs submitted to potential funders will be subject to close scrutiny at the application stage and also throughout the life span of successful applications. Any spend on activities not specified in contract documentation will be reclaimed by funders.
- Provide feedback on the reasons for successful and unsuccessful applications, including developmental pointers for future applications.

### The Third Sector will:

- Ensure they understand the timescales and decision-making process.

- Ensure when applying that they are eligible to do so and that they understand the requirements that their application meets the aims of the funding programme.
- Consider putting joint bids together but have clear lines of accountability.
- Properly allocate full anticipated costs in estimates for projects/services so that full cost recovery can be achieved over the life of the project.
- Recognise that there are competing demands for public spending and there may be more organisations applying than money available.
- Recognise and respect that the final decision on whether to award the money rests with the funder.

### Collaboratively we will:

- Ensure that when the third sector are funded by more than one statutory sector funding body that they have a formal dialogue between all relevant sectors to ensure there is no duplication of funding.
- Work in partnership whenever new application process/procedures/forms are developed.
- Promote contractual opportunities widely and consider proactive approaches to encourage third sector to apply. This is particularly important for third sector organisations who may not have applied before.



GAVO Little Voices participant

## TERMS OF DELIVERY

Effective terms of delivery give clear guidance as to what is expected of the provider and by when, so that organisations can plan and deliver the best possible outputs, outcomes and impact. They also ensure that risks are recognised, understood and placed with who is best able to manage them. This contributes towards developing an effective working relationship between all parties.

### CCBC and ABUHB will:

- Explain and agree terms of delivery with the Third Sector before the contract or funding agreement is entered into, including the actions that will be taken if the Third Sector fails to deliver.
- Discuss risks up front and place responsibility with who is best able to manage them.
- Agree with the Third Sector a simple process for controlling any changes to the agreement. This will be part of standard terms and conditions included in the contract documentation.



Messing play with Little Voices

### The Third Sector will:

- Ensure their organisation and services delivered meet both national and local governance arrangements. For example evidence based Unified Needs Assessments, Criminal Record Bureau checks, Child Protection, Equality and Diversity.
- Be aware of the risks they are responsible for, in particular, the risks associated with delivering the service.

### Collaboratively we will:

- Agree measurable outcomes and impacts using for example Outcomes Based Accountability methodology.

## MONITORING AND REPORTING

Effective monitoring focuses on outcomes, is proportionate and not burdensome, and ensures transparency about the use of funds and what impact has been achieved. Agreed monitoring using for example Outcomes Based Accountability methodology, will ensure that any changes or problems are identified and responded to at an early stage.

### CCBC and ABUHB will:

Develop (where possible) standardised reporting requirements across Caerphilly county borough for those organisations that receive funding from more than one public sector body.

### The Third Sector will:

- Recognise that public accounting inevitably requires an accurate level of reporting, using for example Outcomes Based Accountability methodology.
- Will provide monitoring information as specified in the terms of delivery and within the agreed timescales.
- Keep documentation to allow monitoring by funder's auditors as agreed.
- Recognise that the statutory sector will undertake monitoring visits to ensure compliance.
- Raise any concerns about delivery, outcomes and impact with the Commissioner as soon as they come to light.

### Collaboratively we will:

- Agree to the level and type of monitoring required by the contract, for example using Outcomes Based Accountability methodology.
- Agree measurable outcomes to be reported on and provide simple reporting formats.
- Attend meetings as agreed in the contract.



## PAYMENT TERMS

Services/projects should be funded in the most effective way so that the best possible long-term outcomes are achieved. Payment terms should allow the Third Sector to plan and develop for the future and create a positive incentive to perform longer term planning and financial arrangements often represent better value for money than one year arrangements by providing greater financial stability and by reducing the inefficiencies involved in applying for new funds or renegotiating contracts.

### CCBC and ABUHB will:

- Clearly set out agreed funding arrangements in the contract.
- It is recognised that CCBC and ABUHB have different accounting frameworks, processing and payment procedures. ABUHB will normally pay invoices quarterly in arrears, but may pay monthly in arrears where this is deemed possible.
- Implement tripartite funding arrangements, with the option of annual extensions. Three-year funding arrangements will be considered, where appropriate.

### The Third Sector will:

- Follow good practice in the use and administration of public funding and implement effective systems for financial control, management and accounting in accordance with the preferred methodologies of the commissioner.
- Comply with relevant accounting frameworks and guidance such as the Charity Commission.
- Recognise it is legitimate for funders to ask for public recognition of their funding. This may be specified in terms of delivery.
- Be supported to gain access to cash-flow and ethical loans provision via GAVO funding searches and sign posting.

### Collaboratively we will:

- Agree a clear understanding about the treatment of underspends/overspends.

## CONCLUDING A FINANCIAL PARTNERSHIP

In some cases funding of projects/services comes to an end. There are many reasons including a review of strategic or developmental funding or the payment was for a particular purpose which has been achieved. This Code seeks to ensure that all organisations are committed to make this process clear and well managed, in order to minimise the impact of service withdrawal on those receiving the particular services in Caerphilly county borough.



GAVO 90th Anniversary plaque unveiling

### CCBC and ABUHB will:

- Inform the Third Sector in writing if there are problems identified in the provision of services via the contract/SLA.
- Give 3 months' notice of the end of service level agreements or contracts in order for the Third Sector to prepare alternative plans/exit strategies.
- Give the reasons for ending the funding.

### The Third Sector will:

- Where it is having financial or other difficulties, the third sector Trustees/Directors will inform in writing their concerns to the named officer on the contract.
- Recognise that funding may end if priorities change, subject to the terms of the existing contract.

- Recognise that funding may be terminated if outcomes are not delivered.
- Identify and manage potential risks to reduce any potential impact on both users and Organisations.
- Ensure they adhere to their duties as good employers. For example by giving required redundancy periods.

### Collaboratively we will:

- Ensure contracts include a financial management plan or exit strategy when, or if, funding should cease.
- Identify and resolve any problems quickly.

### APPLICATION & REVIEW OF THE CODE

The implementation of the good practice guidance in this Code will be the responsibility of those signed up to the Compact agreement. The Code will be monitored by the Voluntary Sector Liaison Sub Committee.

### CONFLICT RESOLUTION

The Compact/Partnership Agreement has been in place since 1999 and positive relationships have been maintained and strengthened among Partners over this time period. Discussions take place in the Voluntary Sector Liaison Sub-Committee where a way forward can be agreed on issues. However, if disagreements (not involving funding issues) prove difficult to resolve after all avenues have been pursued they will be referred by GAVO to the Caerphilly Public Services Board for further consideration. The Caerphilly Public Services Board comprises of senior representatives of the Statutory Partners from Caerphilly Council, the Aneurin Bevan University Health Board, South Wales Fire & Rescue and Natural Resources Wales and invited members including Gwent Police, Police & Crime Commissioner, Public Health Wales, Probation and Rehabilitation Services and Welsh Government.

### FURTHER INFORMATION AND COMMENTS

For more information on the Partnership Agreement and the Voluntary Sector Liaison Committee please contact GAVO.

<https://www.gavo.org.uk/>

For more information on the Well-being Plan or Caerphilly Public Services Board please contact the Policy Unit, Caerphilly County Borough Council.

<https://your.caerphilly.gov.uk/publicservicesboard/home>

We would like to know what you think of the Partnership Agreement and would welcome your views on how we are delivering. Please get in touch with either GAVO or the Policy Unit at Caerphilly County Borough Council (see page 16 for contact details).



Caerphilly Volunteering Awards night

## COMPACT PARTNER CONTACT DETAILS



Gwent Association of Voluntary Organisations  
Cymdeithas Mudiadau Gwirfoddol Gwent

### Gwent Association of Voluntary Organisations

Ty Derwen  
Church Road  
Newport NP19 7EJ

Telephone: 01633 241550  
Email: [info@gavo.org.uk](mailto:info@gavo.org.uk)  
Website: [www.gavo.org.uk](http://www.gavo.org.uk)



### Caerphilly County Borough Council

Policy Unit, Caerphilly County Borough Council,  
Penallta House  
Tredomen Park  
Ystrad Mynach  
Hengoed CF82 7PG

Telephone: 01443 864409  
E-mail: [policyteam@caerphilly.gov.uk](mailto:policyteam@caerphilly.gov.uk)  
Website: <https://your.caerphilly.gov.uk/publicservicesboard>

The Policy Unit will also be the central contact point for the Caerphilly borough Community/Town Councils.



Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board

### Aneurin Bevan University Health Board

St Cadoc's Hospital  
Lodge Road  
Caerleon NP18 3XQ

Telephone: 01633 436700  
E-mail: [abuhb.enquiries@wales.nhs.uk](mailto:abuhb.enquiries@wales.nhs.uk)  
Website: [www.wales.nhs.uk/siteplus/866/home](http://www.wales.nhs.uk/siteplus/866/home)



Iechyd Cyhoeddus  
Cymru  
Public Health  
Wales

### Public Health Wales - ABUHB Team

Email: [general.enquiries@wales.nhs.uk](mailto:general.enquiries@wales.nhs.uk)  
Website: <https://phw.nhs.wales/>

South Wales  
Fire and Rescue Service

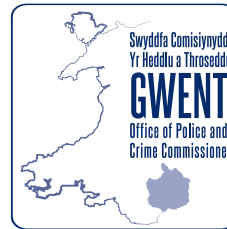


Gwasanaeth Tân ac Achub  
De Cymru

### South Wales Fire and Rescue Service

Forest View Business Park  
Llantrisant  
Pontyclun CF72 8LX

Telephone: 01443 232000  
E-mail: [swfs@southwales-fire.gov.uk](mailto:swfs@southwales-fire.gov.uk)  
Website: [www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk)



### Office of the Police and Crime Commissioner for Gwent

Police Headquarters  
Croesyceiliog  
Cwmbran NP44 2XJ

Telephone: 01633 642200  
Fax: 01633 643095  
Email: [commissioner@gwent.pnn.police.uk](mailto:commissioner@gwent.pnn.police.uk)  
Website: [www.gwent.pcc.police.uk](http://www.gwent.pcc.police.uk)



## COMPACT PARTNER CONTACT DETAILS



### **Gwent Police**

Police Headquarters  
Croesyceiliog  
Cwmbran NP44 2XJ

Telephone: 01633 838 111

Email: [contact@gwent.pnn.police.uk](mailto:contact@gwent.pnn.police.uk)

Website: [www.gwent.police.uk](http://www.gwent.police.uk)

CAERPHILLY  
BUSINESS  
FORUM

### **Caerphilly Business Forum**

Tredomen Business and Technology Centre  
Tredomen Business Park  
Ystrad Mynach  
Hengoed CF82 7FN

Telephone: 07901 303439

Email: [Natalie@cbforum.co.uk](mailto:Natalie@cbforum.co.uk)

Website: [www.cbforum.co.uk](http://www.cbforum.co.uk)



Cyfoeth  
Naturiol  
Cymru  
Natural  
Resources  
Wales

### **Natural Resources Wales**

Customer Care Centre  
Ty Cambria  
29 Newport Road  
Cardiff CF24 0TP

Telephone: 0300 0653000

Email: [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk)

Website: <https://naturalresources.wales>

### **Wales Community Rehabilitation Company for Gwent**

5 De Clare Court  
Sir Alfred Owen Way  
Pontygwindy Road  
Caerphilly CF83 3HU

Telephone: 03450 105 026

Email: [walescrc.info@wales.probation.gsi.gov.uk](mailto:walescrc.info@wales.probation.gsi.gov.uk)

Website: <http://walescrc.co.uk>

# APPENDIX 1

## Public Services Board - Accountability and Reporting Framework 2018-23

