

Process for Reporting Commissioning Issues

Formal Process – Commissioner Feedback

Issues can be directly addressed and changes made

Step 1: Have you raised your concern(s) with your commissioner?

No Direct conversations are recommended, unless there is a very good reason why not.

Yes If appropriate forward to the VCSA for information (clearly stating if no action is required) so that the VCSA has an overview and can spot any common concerns.
Email VCSAssembly@shropshire.gov.uk

Step 2: Has there been a breach of the Compact?

No **Yes** Make the VCSA aware: VCSAssembly@shropshire.gov.uk

Compact Disputes Process to be applied:

Step 3: Is there learning from the issue(s) that could be applied across multiple commissioners/departments?

Yes

No

If there isn't any learning to be applied maintain discussions with your commissioner.

Informal Process – Change and Compact Group

Common issues can be identified and projects set up to explore and make recommendations.

Raise with VCS leads or:

Email VCSAssembly@shropshire.gov.uk

Telephone Sarah Dodds on 01743 258519

Try to gather the following details:

- When did the problem occur, is the issue one off or an ongoing problem that needs to be addressed?
- Do you know of any other examples, or evidence that other organisations could provide?
- Which organisation and/or service area and which commissioner does it apply to?
- Will others be impacted by the same practice?
- What type of award does the issue relate to?
- Is the award over £5,000?
- What solutions could there be? Can you make any suggestions to help?
- Are you aware of examples of good practice that could be applied?

Please provide as much information as possible to allow your issues to be investigated.