

## **Unit: CPC 305 Work with providers to monitor and review performance against outcomes (Commissioning, Procurement and Contracting)**

### **Key Purpose**

The key purpose identified for those working in commissioning, procurement and contracting is to: "Specify, shape and secure quality services, responses and projects that deliver improving outcomes for individuals, families and communities within the strategic objectives of the organisation"

### **Elements of competence**

<b>CPC 305 A Agree a monitoring plan</b>
<b>CPC 305 B Undertake monitoring of performance using agreed approach</b>
<b>CPC 305 C Share and feedback the results of monitoring</b>

### **About this unit:**

This Unit is about planning, monitoring and evaluating the service provider's on-going progress in achieving the outcomes identified in the contract terms and conditions. Monitoring should be undertaken in partnership with the provider and is as much a development opportunity for the provider as a means of ensuring that the outcomes of the contract are achieved

**Scope** The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

**Level of involvement:** total involvement; limited involvement; receiving information only; no involvement

**Service provider:** private sector; voluntary and community sector; local authority; selected by individuals, families or communities using services

**Information:** organisational information; performance information; previous contractual information; confidential information; public information

**Record (verb):** manually; electronically

**Contracted service:** specified and directed by commissioner; specified and directed by user

**Resources:** financial; human; physical; time

**Monitoring activity:** proactive monitoring; reactive monitoring; self-assessment

**Issues:** performance; capacity; capability; resource; changes in legislation, regulation or guidelines

**Action points:** by service provider; by commissioner; by user

## Values

The values underpinning this unit have been derived from the key purpose statement, the values and principles statement, relevant service standards and codes of practice for health and social care in the four UK countries. The values and principles statement is at the start of these units:

## Key words and concepts

This section provides explanations of the key words and concepts used in this unit. In occupational standards it is quite common to find familiar words or phrases used, which, in the detail of the standards, may be used in a very particular way. **Therefore we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

**Sustainability:** an activity/intervention and/or service able to meet current needs without damaging the ability of future generations to meet their needs. This means thinking about what you do and making sure that you are not damaging the environment

**Criteria:** factors that can be used to measure and make a judgement about: whether or not an outcome has been achieved, how much progress has been made or how well something has been done

**Contingencies:** unexpected issues that were not in the original plans or contract and can result in additional expenditure or may need extra time or people to deal with them.

**Feedback:** Views and opinions from people who use your services or are affected by what you do

## CPC 305 A Agree a monitoring plan

### Performance Criteria

You must show that you:

1. Encourage the individuals, families and communities using the service to undertake planning for monitoring outcomes at the maximum **level of involvement** they wish
2. Work with the **service provider** and those using the service to agree a schedule of monitoring activity to meet the requirements of the contract whilst taking into account past performance and the structure, size and capacity of the provider
3. Ensure that you have accurate past and current **information** about the **contracted service(s)** and that records are fully and accurately updated.
4. Check that the monitoring plan is realistic and achievable in the light of; organisational priorities, requirements and guidance, **sustainability** and availability of **resources**
5. Clearly specify the measures and **criteria** to be used to monitor progress towards achieving contracted outcomes
6. Ensure that individuals, families and communities, and the provider's workforce are included in the monitoring activity if they wish
7. Ensure that the plan provides a realistic allocation of time and an adequate margin for **contingencies**.
- 10 Review progress and priorities and revise monitoring plan appropriately.

## **CPC 305 B Undertake monitoring of performance**

### **Performance Criteria**

You must show that you:

1. Ensure that the service provider clearly understands and agrees the purpose of the **monitoring activity** and the proposed methodology.
2. Include individuals, families and communities, the workforce and others in the ways agreed during planning.
3. Make a detailed assessment of performance in line with agreed measures and criteria
4. Make an accurate record of the results of monitoring activity
5. Deal promptly with issues or concerns arising outside the scope of the original plan.
6. Complete the monitoring plan fully and record reasons for any areas not implemented.
7. Carry out monitoring activities with as little disruption as possible to staff and anyone using the service.
8. Ensure individuals, families and communities who may be using the service are kept informed of the progress and timescales of the monitoring activity.

## **CPC 305 C Share and feedback the results of monitoring**

### **Performance Criteria**

You must show that you:

1. Present **feedback** in a balanced way that promotes the understanding and co-operation of the service provider
2. Identify and act promptly upon any **issues** that may affect the achievement of outcomes for individuals, families and communities.
3. Act immediately on any concerns about the ability of the service to provide protection from harm and/or promotion of individual rights.
4. Give service providers relevant and correct advice on how to address any issues identified in the monitoring feedback.
5. Ensure that monitoring reports clearly indicate:
  - a. Evidence of performance
  - b. Sources of evidence
  - c. Any improvements required with timescales
  - d. A distinction between requirements and recommendations.
6. Work with the service provider to develop an action plan to address the issues in the monitoring report.
7. Follow up any **action points** resulting from the monitoring activity.
8. Explain the service provider's right to challenge the outcomes of the monitoring activity and the process for doing so.
9. Reflect objectively on the strengths and weaknesses of your own performance in monitoring and feeding back and identify opportunities for further development

### **Knowledge specification for the whole of this unit**

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to the expectations and requirements of your job role**

You need to show that you know, understand and can apply in practice:

### **Values**

1. Legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information when managing contracts
2. How to manage ethical dilemmas and conflicts which can arise when managing contracts
3. How differing values and perspectives of service providers can have an impact on contract performance
4. Ways of involving individuals, families and communities in contract management and the reasons for doing so
5. How effective contract management can improve the value obtained from contracts
6. The reasons why the sustainability of the approach to service delivery is important
7. Ways of monitoring contracts which are providing user directed support

### **Legislation and organisational policy and procedures**

8. Legislation that is relevant to managing contracts
9. Regulation, codes of practice and conduct and standards relevant to managing contracts
10. Current local, UK and European legislation and organisational requirements, procedures and practices for:
  - procurement of services
  - contract compliance
  - termination of contracts
  - transfer of undertakings
  - data protection
  - risk assessment and management
  - best value
11. Key government initiatives which affect the organisation's practices when managing contracts

### **Theory and practice**

12. Research, current thinking, government reports and theories about best practice when managing contracts
13. Models of monitoring and performance management
14. Ways to provide constructive feedback
15. Ways to encourage and promote individuals, families and

- communities taking control of monitoring service provision
16. The use of evidence based practice to:
    - justify your actions and decisions
    - record and report processes and outcomes of your work.
  17. The factors and measures to include when monitoring the sustainability impact of the service provided