Unit: CPC 309 Support individuals, families and communities to commission their own services (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:

CPC 309 A Provide information about planning and directing services and support
CPC 309 B Support individuals, families and communities to plan their own services
CPC 309 C Contribute to evaluating individuals, families and communities commissioning their own services and support

About this unit

This unit is about the ways in which you can contribute to supporting people to take control of their own services. This may be at the level of the local area, or at an organisational level or at an individual level or where people have chosen to direct their own services through direct payments or individual budgets. In order for it to be possible for people to take control, barriers may need to be addressed and minimised or removed so that directing their own support becomes accessible.

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.

> **Provide information:** written (electronic or paper), verbal (face to face or telephone), directly to decision makers, or indirectly via a line manager or other person. Directly to those concerned or indirectly through website, forum, newsletter etc

Accessible: something that people can understand regardless of the level or way in which they communicate, this may mean translating information, or providing it in large print or on audio tape, or just in plain English
Practical assistance: brokerage; navigation around the system; information; advice; accessing finance and payments;
Record (verb): formally; informally; officially; personally
Risks: risks to people, risks to property, health and safety risks, actions that may make adults or children vulnerable to harm from others, risks of legal action, risks to reputation, risks of poor performance, risk of financial loss

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.**

Relevant people: people to whom a particular issue or incident is important or who are affected by it. Who the relevant people are can depend upon circumstances.
Self directed support: Individuals, families and communities who are in receipt of direct payments or individual budgets and who are making all the decisions in relation their own care service provision
Barriers: factors that can prevent people taking opportunities or doing what they want to. Barriers can be physical, emotional, financial, learning, knowledge
Analyse: to explore and examine the data you have collected and to find out and interpret what it tells you. Once you have interpreted the data it becomes information.
Sustainable: 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

CPC 310 A Provide information about planning and directing services and support

Performance Criteria

You must show that you:

1. Ask **relevant people** about the information they need to be able to direct their own support or engage in commissioning in a way that encourages people to respond
2. **Provide information** in an accessible way to individuals, families and communities about how to **direct their own support** or engage with commissioning
3. Encourage people to ask for additional information, clarification and further explanations
4. Provide clear and accurate information and advice relating to individual circumstances if requested to do so
5. Provide relevant information about planning, delivery, monitoring and evaluation of services to individuals, families and communities as requested
6. Provide **accessible** explanations about the importance of commissioning **sustainable** services and support

CPC 310 B Support individuals, families and communities to plan their own services and support

Performance Criteria

You must show that you:

1. Work with individuals, families and communities to identify any general **barriers** to directing own support or engaging with commissioning
2. Work with individuals and families to identify any personal barriers to directing own support or engaging with commissioning
3. Ensure that those individuals, families and communities who wish to be, are included at all stages of the commissioning process
4. Provide **practical assistance** to help individuals, families and communities to direct their own support where they wish to do so

5.   **Record** and report to decision makers, the views of individuals, families and communities about directing their own services
6.   Report back to individuals, families and communities on decisions made as a result of their views

CPC 310 C Contribute to evaluating individuals, families and communities commissioning their own services and support

Performance Criteria

You must show that you:

1.   Gather comprehensive information about the engagement of individuals, families and communities in commissioning services
2.   Provide an accurate **analysis** of the ways and levels at which individuals, families and communities have become engaged in commissioning or directing their own support services
3.   Provide an accurate analysis of the barriers faced by individuals, families and communities who want to direct their own support services
4.   Provide an accurate analysis of the impact of the engagement of individuals, families and communities on the processes of commissioning
5.   Provide an accurate analysis of the impact of the engagement of individuals, families and communities on the outcomes required and the design and type of services commissioned
6.   Identify the **risks** of individuals, families and communities directing their own support and recommend ways to manage them
7.   Make recommendations as to changes or future actions needed in order to enable more individuals, families and communities to direct their own support services or become more involved in commissioning
8.   Make recommendations about ways to manage the impact on the supply market of individuals, families and communities directing their own services and support

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 engaging people in commissioning
2.   How to ensure that you and others for whom you are responsible protect the rights and the interests of individuals How to manage ethical dilemmas and conflicts for individuals, those who use services, partners, providers and staff.
3.   The importance of providing clear and transparent information
4.   How to access sustainable services and reduce the carbon footprint of social care

Legislation and organisation policy and procedures

5.   Codes of practice and conduct, and standards and guidance and the roles, responsibilities, accountability and duties of others when engaging people in commissioning
6.   Current local, UK and European legislation and organisational requirements, procedures and practices for supporting people to direct their own services and support
7.   Key government initiatives which affect the organisational practices about putting people in control of their own services and support
8.   How different philosophies, principles, priorities and codes of practice in partner organisations can impact on the level of engagement in commissioning
9.   Policies, procedures, guidance and protocols with the other organisations and professions with whom you

work that are relevant to putting people in control of their own services and support.

Theory and practice

10. Recent and current studies, reports and literature relating to ways to involve people in commissioning
11. Studies reports and literature about how to give power and control to people using services
12. The type of information that needs to be collected about the engagement of individuals, families and communities in commissioning
13. Methods of analysing information and providing clear reports and recommendations
14. Methods of communicating with individuals, families and communities
15. The types of barriers people may face and ways to overcome or minimise them
16. The methods of encouragement that can be used with different people and which are likely to be successful
17. Why it is important that people should be engaged with the process of commissioning
18. Methods of identifying and managing risks
19. How people directing their own support could impact on the market and ways to support service providers to adapt to changes