

Unit: CPC 314 Support the development of self-directed support (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 314 A Support the market to adapt to self-directed support
CPC 314 B Contribute to developing the structures for self-directed support
CPC 314 C Provide information and advice to strategic decision makers

About this unit

This unit is about working with those individuals, families and communities that want to be in control of commissioning their own care services, either through direct payments or personal budgets. This means that you have a different role, where you are not playing a part in arranging services, but you may be able to provide valuable support and advice.

Scope

The scope helps to make sure that you provide evidence related to the work you do. Terms in this section give you options related to the words highlighted in bold in the performance criteria. Your evidence for this unit should cover any option that is part of your work.

Service providers: voluntary sector; private sector; local authority 'in-house'; social enterprise; micro-provider; foster carers; adult placement providers

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

Active participation: through participation in forums; by individual participation in decision-making; through providing

information; through making information accessible; by encouragement

Building capacity: identify outcomes; business development; business models; confidence building; assertiveness; workforce planning; workforce development; sharing knowledge; financial planning; budgets; decision making; creative thinking

Changes to relevant aspects: resource allocation; tendering; contracting; market development; market management; contract management; contract monitoring

Structural barriers: current systems; IT infrastructure; financial monitoring and audit systems; joint procedures and policies with partners; workforce skills; local strategic policies of organisation

Workforce: in-house service provider workforce; private sector provider workforce; voluntary sector provider workforce; volunteers; commissioning, contracting and procurement workforce

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.**

Self-directed support: individuals, families and communities that are in receipt of direct payments or individual budgets and making all the decisions in relation to their own care-service provision

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

Inclusive community development: all citizens should be able to use all parts of their community rather than having to use specialised places

CPC 314 A Support the market to adapt to self-directed support

Performance Criteria

You must show that you:

1. Give **service providers** accurate and up-to-date **information** and explanations about **self-directed support**
2. Provide accurate information about the ways that tenders and contracts will change
3. Encourage service providers to respond positively to the changes and recognise the opportunities
4. Share information openly and in an **accessible** way about future plans and forecasts for the growth of self-directed support
5. Share information openly and in an accessible way about the nature and type of service provision being sought by individuals, families and communities directing their own support
6. Encourage service providers to think creatively and develop innovative approaches in response to the changes
7. Offer assistance and advice to providers to adapt business models, systems, processes, structures and workforce
8. Reassure providers who are concerned about the impact of the changes

CPC 314 B Contribute to developing the structures for self-directed support

Performance Criteria

You must show that you:

1. Ensure that service providers and individuals, families and communities are able to **actively participate** in the planning of new structures, systems and processes

2. Provide information and advice to support **inclusive community development**
3. Contribute effectively to **building capacity** for those using and those providing services and support
4. Contribute accurate and up-to-date advice and information to inform **changes to relevant aspects** of the commissioning, procurement and contracting processes
5. Identify the **structural barriers** to self-directed support and make recommendations as to how they can be reduced
6. Contribute to developing the **workforce** in order to respond to individual need and required outcomes
7. Identify the **risks** resulting from changing structures and make recommendations about how they should be managed

CPC 314 C Provide information and advice to strategic decision makers

Performance Criteria

You must show that you:

1. Gather and collate information and **feedback** about take-up and demand for self-directed support
2. Gather and collate information from the market about demand for services
3. Provide information and advice about **issues or difficulties** being experienced by individuals, families and communities or by the **organisation**
4. Identify and provide advice about potential or actual difficulties being experienced by **the market**
5. Provide information about any additional or reallocation of **resources** required
6. Make evidence-based recommendations for action

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 in relation to self-directed support
2. How to ensure that you and others for whom you are responsible protect the rights and the interests of individuals families and communities when developing self-directed support
3. How to manage ethical dilemmas and conflicts when developing self-directed support
4. Methods of ensuring that plans for self-directed support are sustainable and reflect diversity

Legislation and organisational policy and procedures

5. Codes of practice and conduct, standards and guidance and the roles, responsibilities, accountability and duties of others in developing self-directed support
6. Current local, UK and European legislation and organisational requirements, procedures and practices for putting people in control
7. Key government initiatives about self-directed support
8. How different philosophies, principles, priorities and codes of practice for different partners can impact on self-directed support
9. Policies, procedures, guidance and protocols with the other organisations and professions with whom you work that are relevant to self-directed support
10. The impact on financial and audit policies and procedures and ways to adapt and change the systems
11. The impact on IT infrastructure and the best ways to access expert advice on adaptations that will be necessary

Theory and practice

12. Ways to support individuals, families and communities that want to take control of their own care

13. How to use a broker or care navigator to support people to access services
14. The potential impacts on market stability, development and sustainability and ways to address these
15. The impacts on the nature and structure of tenders and contracts and how to address these
16. Different approaches to resource allocations systems and how to apply them
17. The importance of the concept of 'citizenship' and how it underpins self-directed support
18. Ways to work within the local community to develop inclusive facilities
19. Methods of identifying and managing risks