

Unit: CPC 403 Enable understanding of the commissioning environment in your area of responsibility (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 403 A Identify the outcomes required by individuals, families and communities and what is needed to achieve them
CPC 403 B Support others to recognise the potential for future developments and innovations
CPC 403 C Encourage recognition of the nature of the relationship between individuals, families and communities, the supply market and your organisation

About this unit

This unit is about making sure that relevant and reliable information about the individuals, families and communities for whom the organisation provides services, and the market that supplies the services to meet needs, is constantly available and shared. Information needs to be analysed and interpreted so that people understand its implications.

It is also about encouraging people to look ahead to ways in which services can be improved in the future and how the organisation interacts with the individuals, families and communities it serves. Your area of responsibility may be a team, section or the whole organisation if you are working in a small organisation, micro-provider or directing your own services and support.

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.

Share: written (electronic or paper); verbal (face to face or telephone); directly to decision makers; or

indirectly via a line manager or other person. Directly with those concerned; or indirectly through website, forum, newsletter, etc.

Ways: through care management; through self-directed support; using broker/navigator support; using family or community support

Resources: financial; human; physical; time

Plan: individual plans; individual plans within a framework contract; strategic plans

Seek feedback: from individuals, families and communities who use services; from service providers; from partners; from agencies and organisations who have an interest in what you do. In written form; electronic feedback; by telephone; through forums; through public meetings and consultations; through individual contact

New opportunities: integrated across traditional professional boundaries; integrated across service-delivery boundaries; service-user led/directed; peer mentoring and support; self-managing care

Changes: in practice; in policy; in procedures; in systems; in approach; in services; in providers; in funding/payment arrangements; in plans; in proposals; in consultation arrangements

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.**

Valid and reliable: evidence that has come from a reliable source and has been collected in a thorough and careful way; evidence that would be repeated if the same research were to be done again

Outcome: desired result of activities, interventions and /or services

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

CPC 403 A Identify the outcomes required by individuals, families and communities and what is needed to achieve them

Performance Criteria

You must show that you:

1. Use **valid and reliable** research evidence to identify and forecast the current and future **outcomes** required
2. **Share** information with **relevant people** about forecast levels of demand
3. Match the level of demand to available **resources** and clearly identify any shortfall or excess
3. Use valid and reliable research evidence to identify the **ways** in which individuals, families and communities want to access services
4. identify and use appropriate channels to undertake open discussions with providers about ways to achieve the required outcomes in the light of available resources
5. Decide, in discussion with providers, if development or support of the market is needed in order to achieve the required outcomes
6. **Plan** to commission services to meet demand and achieve outcomes

CPC 403B Support others to recognise the potential for future developments and innovations

Performance Criteria

You must show that you:

1. Use valid and reliable research evidence to identify the likely impact of current and future developments in health and social care and children's services

2. Forecast accurately how the activities of other agencies and organisations will affect the way your organisation meets outcomes
3. Work with providers to identify **new opportunities** for the supply market to develop and for innovations that meet identified outcomes
4. Identify and explain ways in which **changes** may affect the level or nature of the demand for services
5. Explain clearly any assumptions you have made in reaching conclusions about future trends and developments

CPC 403C Encourage recognition of the nature of the relationship between individuals, families and communities, the supply market and your organisation

Performance Criteria

You must show that you:

1. Use valid and reliable information to identify the expectations of individuals, families and communities that use services commissioned by your organisation
2. **Seek feedback** about how individuals, families and communities interact with your organisation
3. Use valid and reliable information to assess the levels of satisfaction with the services currently commissioned
4. Take into account the reluctance of many individuals, families and communities to make negative comments about services
5. Make sure there is a shared understanding across your organisation about who uses services and the capacity and capability of the supply market
6. Ensure that managers use information about people who use services and the supply market to help make decisions

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 understanding the nature of the environment in which your organisation operates
2. Methods and ways of working that:
 - a. support equality and diversity
 - b. support the rights of people to communicate in their preferred way, media and language
 - c. promote understanding of why people use services and the supply market
 - d. are ethical and adhere to any codes of practice relevant to your work
 - e. respect other people's ideas, values and principles
3. How to ensure that you and others for whom you are responsible protect the rights and the interests of individuals families and communities
4. How to manage ethical dilemmas and conflicts that may arise between individuals, families and communities, service providers and your organisation
5. How to ensure that improved understanding of the commissioning environment results in best value for the services

Legislation and organisational policy and procedures

6. Codes of practice and conduct, standards and guidance and the roles, responsibilities, accountability and duties of others when building understanding of the operational environment
7. Current local, UK and European legislation and organisational requirements, procedures and practices for:
 - a. data protection
 - b. risk assessment and management
 - c. employment practices

- d. making and dealing with complaints and whistle blowing
 - e. developing practices which promote the achievement of positive outcomes for individuals, families and communities
8. Key government initiatives which affect the commissioning environment
 9. How different philosophies, principles, priorities and codes of practice can impact on the commissioning environment
 10. Policies, procedures, guidance and protocols with the other organisations and professions with whom you work that are relevant to the commissioning environment
 11. The legislative and ethical restrictions relating to the collecting, storing and sharing of information

Theory and practice

12. Where you can get information about your local population and the market and the advantages and disadvantages of different sources
13. How to assess sources of information about individuals, families and communities and the supply market, to see how suitable they are to use
14. Sources of professional market-research expertise
15. Methods of gaining feedback, and the costs and benefits associated with them
16. How to analyse, measure and assess data and turn it into information that is suitable for use
17. Awareness of how information software products can help you collect and analyse information
18. The importance of checking individuals', families' and communities' understanding of the process for collecting information and their role in supporting it
19. The principles of cost-benefit analysis
20. The principle that people use services for the benefits they gain
21. The principle of trying to secure competitive advantage so that more individuals, families and communities will benefit from positive outcomes
22. Principles of market segmentation and why this is important