Unit: CPC 405 Encourage innovative approaches to commissioning activities (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 405 A Identify the need for innovative approaches
CPC 405B Motivate and enthuse others to be original and innovative
CPC 405C Recognise and support innovative and creative ideas

About this unit
This unit is about encouraging and supporting the identification and practical implementation of ideas in your area of responsibility. The initial ideas will primarily come from people who work in your area of responsibility, including yourself, or individuals, families and communities who use the services, or providers. The ideas will focus on: new services; improvements to existing services; changes to existing practices, procedures, systems, ways of working etc. within the team or the wider organisation and/or partner organisations
The 'area of responsibility' may be, for example, a department or functional area or an operating site within an organisation.

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 in bold in the performance criteria. Your evidence for this unit should cover any option that is part of your work.

> **Resources:** financial; human; physical; time
> **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
> **Motivate:** role model; incentives; encouragement; positive response; career opportunities

> **Obstacles:** procedures/systems; resources; attitudes; legal/organisational
> **Review:** regularly; occasionally; formal; informal
> **Recognition:** public; personal; financial; career

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.**

> **Innovation:** new ideas about different approaches in order to out perform current practice
> **Outcome:** desired result of activities, interventions and / or services.
> **Feedback:** Views and opinions from people who use your services or are affected by what you do
> **Organisation:** The organisation/company/local authority for whom you work or volunteer, the organisation/company you own or run, if you receive direct payments or fund your own services it means you and the people who work for you
> **Business case:** a detailed justification for a project or development of an idea. It must contain all relevant information, risks and resource implications and give an analysis of the benefits of going ahead with the idea

CPC 405 A Identify the need for innovative approaches

Performance Criteria

You must show that you:

1.   Identify approaches to **innovation** in your area of responsibility

2. Identify the level of innovation within your area of responsibility.
3. Match required **outcomes** to available **resources** and see where innovation is needed
4. Recruit and select creative people and encourage and develop the creativity of other people in your area of responsibility.
5. Encourage individuals and teams in your area to take acceptable **risks** in pursuing innovation and to learn from mistakes.

CPC 405B Motivate and enthuse others to be original and innovative

Performance Criteria

You must show that you:

1. **Motivate** all the people working in your area to identify ideas for new services or ways of working and encourage the sharing of this information.
2. Respond enthusiastically to ideas from individuals or teams and provide constructive **feedback**.
3. Establish and operate a fair and open method for considering and selecting initial ideas for further development.
4. Discuss and agree ways in which selected ideas can be further developed and tested by individuals or teams.
5. Provide ongoing support, encouragement and **resources** to individuals and teams engaged in the further development and testing of ideas and help to remove any identified **obstacles**.

CPC 405C Recognise and support innovative and creative ideas

Performance Criteria

You must show that you:

1. Identify, in discussion with the relevant individuals and teams, those ideas which could be practically implemented, providing help in drawing up and submitting **business cases** and plans in support of ideas.
2. Approve the practical implementation of ideas, based on the identified benefits, risks and required

      resources, when you have the authority to do so and monitor and **review** their progress.

3.   Champion business cases and plans for ideas submitted by individuals and teams from your area to other people in the **organisation** and communicate progress and decisions.

4.   Ensure that the originators and developers of any ideas which are successfully implemented receive **recognition** for their achievement.

5.   Assess and manage the risks associated with innovative ideas

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 encouraging innovation.

2.   How to ensure that you and others for whom you are responsible protect the rights and the interests of individuals families and communities

3.   How to manage ethical dilemmas and conflicts that may arise during the development and testing of new ideas.

4.   How to ensure that innovations result in best possible value for the services

5.   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.   support the development of sustainable new ideas
   d.   are ethical and adhere to any codes of practice relevant to your work
   e.   respect other people's ideas, values and principles

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 encouraging innovation
6. Current local, UK and European legislation and organisational requirements, procedures and practices for:
- data protection
- health and safety
- risk assessment and management
- employment practices
- making and dealing with complaints and whistle blowing
- developing practices which promote innovative solutions and ideas
7. Key government initiatives which affect the organisational practices to promote innovation
8. How different philosophies, principles, priorities and codes of practice can impact on developing and implementing innovative ideas.
9. Policies, procedures, guidance and protocols with the other organisations and professions with whom you work that are relevant to any innovations that may be developed.

Theory and practice

10. Theories about motivational behaviour
11. The benefits of innovation to the organisation, individuals, families, communities, partners and providers.
12. The difference between creativity and innovation.
13. How to identify the current approach to and level of innovation in a particular area, including any strengths that can be built upon, any weaknesses that need to be addressed
14. How to select and apply different methods for motivating people to generate and develop ideas.
15. The different potential sources of ideas for new products and/or services and improvements.
16. The importance of communication in innovation and how to encourage communication across your area of responsibility.
17. The potential obstacles to creativity and innovation whether they can be removed and, if so, how.
18. Key stages in the creative process.

19. Key stages in the innovation process.
20. How to provide constructive feedback on ideas to teams and individuals.
21. How to establish and operate fair and open methods for selecting initial ideas for further development including providing reasons why particular ideas are not being taken forward.
22. The range of ways in which initial ideas can be further developed and tested including setting guidelines or parameters for the use of resources, the level of acceptable risk and the reporting of progress.
23. How to recognise and manage risk in innovation.
24. How to develop a business case and plans for the practical implementation of an idea and how to support others in doing this.
25. The characteristics/traits/competencies of creative people and how to recognise these.
26. How to unlock creativity in yourself and others.
27. The resources required for creativity and innovation, particularly time.
28. How to learn from mistakes.
29. How to recognise the achievements of the originators/ developers of ideas which have been successfully implemented.