

Unit CPC 408 Research the needs of the local population for the provision of services

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 408 A Assess the required outcomes and service needs of individuals, families and communities and the wider local population

CPC 408 B Make recommendations for services based on a needs assessment
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About this unit

This unit is about carrying out formal research to identify the range and volume of targeted services to achieve the outcomes required by individuals, families and communities and to identify general services required by the local populations. An accurate assessment of local current and forecast needs is essential for developing a local delivery strategy and commissioning appropriate services.

This unit is based on Drug and Alcohol NOS Unit GEN 52 with some minor changes to meet the needs of Commissioning. This means that the layout may look slightly different and the headings in the knowledge specification are also different

Scope

Your work may include the following

- a. key stakeholders
- b. partnerships responsible for tackling unmet needs
- c. commissioning agencies
- d. statutory agencies
- e. voluntary agencies
- f. providers
- g. people who use services
- h. families and carers of users of services
- i. stakeholders in adjoining areas

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.**

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
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

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

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

Diversity: the concept that people are valued as individuals and that different ability; perspectives and approaches are a positive benefit to organisations and communities

CPC 408 A Assess the required outcomes and service needs of individuals, families and communities and the wider local population

Performance criteria

You must show that you:

1. Involve individuals, families, communities and partners in the assessment in an **accessible** way

2. Use a methodology that is capable of providing an accurate and comprehensive assessment of needs
3. Agree, with individuals, families and communities and partners, the target population to be covered
4. Accurately identify significant demographic trends within the target population and **analyse** the implications for demands on services
5. Gather full and accurate information about the **outcomes** required by the target population currently and in the future
6. Use methods of gathering and handling information that comply with legal and organisational requirements and the need for confidentiality
7. Identify existing service provision, the extent to which it meets the required outcomes currently and is likely to in the future and identify any gaps
8. Make an objective and thorough analysis of the information you have collected
9. Make an objective and detailed assessment of the services and resources required to meet the required outcomes

CPC 408 B

Make recommendations for services based on a needs assessment

Performance criteria

You must show that you:

1. Consult openly with individuals, families, communities and partners on the results of your assessment and incorporate their views appropriately in your recommendations
2. Base your recommendations on a full and comprehensive assessment of the needs of the local population for services
3. Clearly identify any gaps in the information you have gathered and any assumptions you have made
4. Specify clearly the range, volume and method of accessing services required in your recommendations

5. Take account of local and national policies and priorities in your recommendations, particularly the increase in self- directed support
6. Take careful account of the **diversity** of the local population and the rights of individuals to equal access to services in your recommendations
7. Ensure that your recommendations are consistent with recognised good practice in commissioning
8. Present your recommendations clearly, concisely and in an accessible format with sufficient information for decision makers to agree priorities and the strategies required to meet them
9. Provide further information and interpretation to help decision makers understand the implications of your recommendations, where required
10. Ensure that your recommendations take account of the financial framework and resource allocation within which you work

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:

Analytical methods and techniques

1. Methodologies that are capable of providing an accurate and comprehensive assessment of the local population's needs for services in order to meet outcomes
2. How to assess the extent to which existing services meet the target population's current and likely future outcomes
3. How to assess gaps in the range and capacity of services to meet outcomes

4. The importance of making a thorough analysis of the information you have collated, and how to do so

Communication and interpersonal skills

5. How to consult openly with individuals, families, communities and partners
6. How to write complex material clearly and concisely
7. How to explain complex material to improve people's understanding, both orally and in writing
8. How to gain consensus amongst a diverse group
9. The principle of confidentiality: what information may be given to whom

Information handling

10. The importance of gathering full and accurate information and how to do so

Legislation

11. The rights of individuals to equal access to services
12. legal requirements relating to the handling of information

Local knowledge

13. The range of key stakeholders in the local area
14. The range of different target populations, their different characteristics and needs

Reporting

15. the importance of basing recommendations on a full and comprehensive assessment, and how to do so
16. the importance of stating any gaps in information or assumptions made

Needs and outcomes

17. The range of different needs and outcomes, and their implications for the provision of services
18. Local and national policies and priorities to meet needs and achieve outcomes
19. Recognised evidence based practice in commissioning and delivering services
20. The range of services available to meet needs and achieve outcomes.