

## **Unit: CPC 410 Develop evidence based commissioning policies and strategies to improve outcomes (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**

<b>CPC 410 A Gather data and intelligence to provide evidence to develop policies and strategies to improve outcomes</b>
<b>CPC 410 B Review and evaluate the effectiveness of current strategies and policies in improving outcomes</b>
<b>CPC 410 C Agree revised policies and strategies to improve outcomes</b>

### **About this unit**

This unit is about gathering, analysing and using evidence to support the development of overall, organisational policies and strategies about how commissioning will identify and improve outcomes and meet forecasted need and demand. The unit stresses the importance of supporting all policies and implementation strategies with evidence.

### **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.

**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

**Record (verb):** formally; informally; officially; personally

### **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.**

**Policy:** a course of action or statement of belief or intent for an organisation

**Strategy:** an action plan to make sure that policies and visions happen

**Data:** initial results from research or enquiries 'raw data' has not yet been analysed or processed

**Feedback:** Views in response to questions

**Intelligence:** processed 'emotional intelligence' can be anecdotal or about impressions and feelings, qualitative information

**Outcomes:** Desired results of activities, actions or interventions

**Partners:** other agencies, service providers

**Authoritative:** from an objective, reliable and trusted source, based on evidence

**Criteria:** factors that can be used to measure and make a judgement about: whether or not an outcome has been achieved, how much progress has been made or how well something has been done

### **CPC 410 A Gather data and intelligence to provide evidence to develop policies and strategies to improve outcomes**

#### **Performance criteria**

You need to show that you:

1. Ensure that individuals, families and communities, along with providers and **partners** can contribute to the development of strategy and policy
2. Identify and agree the outcomes and criteria which will influence strategy and policy

3. Arrange to carry out research into the effectiveness of current policies and strategies
4. Arrange to collect data, feedback and intelligence which could provide evidence for policy and strategy development
5. Identify and use **authoritative sources** to provide data, feedback and intelligence which you have checked to be valid, reliable, and current
6. Check back with sources if conflicting evidence is provided
7. Monitor significant national, regional and local trends and developments in commissioning policies and strategies

### **CPC 410 B Review and evaluate the effectiveness of current strategies and policies in improving outcomes**

#### **Performance Criteria**

You need to show that you:

1. Agree an evaluation process with individuals, families, communities and providers and partners
2. Agree the **criteria** which will be used to judge how effective policies and strategies are in improving outcomes
3. Balance new ideas with tried and tested solutions.
4. Balance **risk** with desired outcomes.
5. **Analyse** and summarise the data, feedback and intelligence to provide valid and reliable evidence about current strategies and policies and how well they meet outcomes
6. Accurately explain the basis for the evidence and conclusions in a way which can be understood by all those involved in the evaluation
7. Agree with those involved in the evaluation whether or not current policies and strategies are improving outcomes
8. Maintain accurate, justifiable **records** of policy and strategy development and decision making

### **CPC 410 C Agree revised strategies and policies to improve outcomes**

#### **Performance Criteria**

You must show that you:

1. Agree with those involved in the evaluation the ways in which strategy and policy needs to change
2. Ensure that proposed changes to your current strategies and policies are supported by evidence
3. Ensure that any strategies and policies are:
  - in the interests of the individuals, families and communities who use services
  - legal and provide best possible value for money
  - likely to improve outcomes
  - likely to meet forecasted demand
  - realistic given resource predictions and forecasts
4. Make sure the strategies and policies are consistent with the objectives of your organisation
5. Make sure the strategies and policies are flexible and complement related areas of work.
6. **Share information** about the options for different strategies and policies and the strengths and weaknesses of each
7. Assess and plan to manage the risks of any strategies and policies
8. Provide guidance on the implications of different strategies and policies
9. Offer recommendations to those involved in the evaluation, based on experience and backed up with evidence, about any proposed change in strategy and policy
10. Offer further explanations and advice if information is queried or misunderstood

### **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 organisation requirements on equality, diversity, discrimination, rights, confidentiality
2. why the involvement of individuals families and communities in policy making is important
3. Methods of working in partnership with individuals families and communities
4. the importance of involving providers and partner agencies in the policy making process
5. why it is important to base commissioning policy decisions on valid and reliable evidence
6. ways of working with individuals, families and communities to agree outcomes

### **Legislation and organisation policy and procedures**

7. Codes of practice and conduct, and standards and guidance and the roles, responsibilities, accountability and duties of others when developing policies and strategies
8. Relevant current local, UK and European legislation and organisational requirements, procedures and practices for:
  - data protection
  - risk assessment and management
  - making and dealing with complaints and whistle blowing
  - developing policies and strategies to improve outcomes
10. Key government initiatives which affect commissioning practices and policies
11. How to access, evaluate and influence organisational and workplace policies, procedures and systems within other organisations in order to ensure that there is no conflict or confusion
12. How different philosophies, principles, priorities and codes of practice can affect inter-agency and partnership working when developing policy to improve outcomes.
13. Policies, procedures, guidance and protocols with the other organisations and professions with whom you work related to improving outcomes

### **Theory and practice**

14. Different theoretical approaches to commissioning, particularly those based on outcomes

- 15 Approaches, methods and techniques of engaging with individuals families and communities
16. Methods for managing the dynamics of groups and for resolving conflict between individuals and groups
17. An up-to-date knowledge of:
  - the literature related to best practice in engaging individuals, families and communities in improving outcomes
  - government reports, inquiries and research relevant to engaging individuals, families and communities in policy development around improving outcomes.
18. Theories about:
  - effective strategies to improve outcomes
  - multi-disciplinary and multi-organisational working
19. The use of evidence based practice to:
  - justify your actions and decisions
  - record and report processes and outcomes of your work.
20. The strategies which are available for improving outcomes and the purpose of evaluating them; how to undertake such an evaluation
21. How systems affect the way people are able to engage with organisations and the purpose of designing systems which support engagement.
22. Different methods of planning strategy implementation and how to use them;
23. Methods of gathering, collating and structuring information on strategy implementation
24. Different forms of evaluation, how and when they should be used
25. Why it is important to present proposals and share information clearly and in a way which captures people's imagination
26. How to challenge current thinking and practice and help people to think creatively
27. Different methods of research and the factors which validate/invalidate results