

Unit: CPC 415 Assess required outcomes and specify a sustainable supply of services (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 415 A Analyse information and prepare the business case
CPC 415 B Develop purchasing and technical specifications for services
CPC 415 C Decide the duration and nature of the supply agreement

About this unit

This unit is about interaction with individuals, families and communities in order to gather information about the type and duration of agreements necessary to meet current and future required outcomes. Supply agreements may relate to new services, or renewal of existing agreements, and be concerned with personal support plans as one-offs or as part of a call-off agreement. The unit requires you to agree specifications for services to achieve the outcomes identified by individuals, families and communities.

Scope

Purchasing requirements: quantity; quality; delivery; payment terms

Technical requirements: service features; health and safety; supply against previous experience

Communication with: existing users; new users; existing providers; new suppliers; specialists; decision makers

Communication: verbal; written

Services: general services; personal support plan

Supply agreements: renewal; new supply; short term; long term.

Types of supply agreement: call-off; scheduled; one-off; leasing

Providers: new; existing

Appropriate people: individuals, families and communities; managers; specialists; providers

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.**

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

Sustainable: an activity/intervention and/or service able to meet current needs without damaging the ability of future generations to meet their needs. This means thinking about what you do and making sure that you are not damaging the environment

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 415 A Analyse information and prepare the business case

Performance Criteria

You must show that you:

1. Consult and engage with individuals, families and communities to confirm the scope of the service for achieving identified **outcomes**
2. Undertake a thorough option appraisal of the alternatives for achieving the outcomes
3. Identify how the **services** will impact on the social, economic and environmental sustainability of the local community
4. Assess and manage the **risks** associated with the service provision
5. Identify accurately whether or not the service is achievable within the current capacity of the market
6. Identify whether or not the service is affordable within available resources and provides value for money
7. Provide a robust cost-benefit analysis of the future service supply and identify whole life costs
8. Maintain and update the business case as a working document during the life of the supply agreement

CPC 415 B Develop purchasing and technical specifications for services

Performance Criteria

You must show that you:

- 1 Prepare the specification in line with the **sustainability** policies of your organisation
- 2 Promptly obtain and analyse information from individuals, families and communities on requirements
- 3 Where individuals, families and communities are directing their own support, provide information on relevant supplies and suppliers in an accessible way and discuss opportunities for standardisation
- 4 Clarify **purchasing and technical requirements** with individuals, families and communities and agree a specification which provides an acceptable balance of requirements
- 5 Prepare a specification that will generate competition between **providers**
- 6 Establish the **criteria** for selection of provider in accordance with organisational policy

- 7 Discuss the specification with potential providers in accordance with organisational policy and give individuals, families and communities any feedback that may affect the specification
- 8 Include health and safety requirements and organisational responsibility requirements in the specification
- 9 Seek the advice of specialists when required, and act upon it promptly where necessary

CPC 415 C Decide the duration and nature of the supply agreement

Performance Criteria

You must show that you:

1. Analyse existing service specifications and supply agreements and identify positive aspects and areas for improvement
2. Recommend a type and duration of supply agreement that is sustainable and appropriate to meet the present and anticipated required outcomes
3. Calculate and record life-cycle costs of supply agreement
4. Take the views of **appropriate people** into account when making final decisions about agreements
5. Justify and support the type and duration of supply agreements with documented evidence
6. Communicate decisions on type and duration of supply agreement to appropriate people

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 specifying supply agreements
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 can arise when assessing and specifying supply of services
4. 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
5. Legal and organisational requirements about safeguarding children and vulnerable adults

Legislation and organisational policy and procedures

6. Codes of practice and conduct, and standards and guidance and the roles, responsibilities, accountability and duties of others when specifying supply agreements
7. Current local, UK and European legislation and organisational requirements, procedures and practices for evaluating current and future supply needs
8. Key government initiatives which affect the organisational practices to evaluate current and future supply
9. Policies, procedures, guidance and protocols with the other organisations and professions with which you work that are relevant to specifying current and future supply

Theory and practice

10. Methods of analysis and evaluation methods and techniques
11. The different types of contracts: format, obligations, legislation, compliance and when to use them

12. The importance of undertaking financial analysis and forecasts: costs, prices, flows
13. How to develop specifications: structure, content, formats
14. How to set up provider-selection processes
15. The processes that have to be undertaken during the development of a specification
16. The types of trade-offs that might occur during the development of an acceptable balance of requirements
17. The organisational policy for discussing the specification
18. The type of selection criteria that should be applied to providers
19. The opportunities for standardisation that might occur
20. The type of technical experts who could be involved, and when is it suitable to involve them what type of supply agreements can be recommended
21. The requirements of the organisation in relation to its supply agreements
22. The appropriate timescales for different types of supply agreement
23. The factors which affect the type and duration of a supply agreement
24. The factors which have to be taken into account in life- cycle costing
25. The type of justification that is required for the supply agreement
26. The analytical techniques that are used to calculate life- cycle costing