

## **Unit: CPC 416 Find out if the market can deliver services to meet priorities and 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 416 A Find out the size and nature of the market</b>
<b>CPC 416 B Find out the capacity and capability of the market</b>
<b>CPC 416 C Find out the potential of the market</b>

### **About this unit**

This unit is about understanding the market in your area, but also about knowing its capacity to deliver against identified priorities and outcomes.

### **Scope**

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with words highlighted in bold in the performance criteria. You need to provide evidence for any option related to your work area.

**market:** general social care; children's provider; single service market; private sector; independent sector; voluntary sector; public sector; and in-house

**reliable sources:** inspection reports; contract monitoring

**range of methods:** reports; complaints; feedback from individuals, families and communities

### **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.**

**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

### **CPC 416 A Find out the size and nature of the market**

#### **Performance criteria**

You need to show that you:

1. Use **valid and reliable sources** to find out how many service providers make up your local **market**
2. Accurately map the geographical spread, the services and costs offered by each provider
3. Analyse the information carefully to find out:
  - a. any under- or over-provision
  - b. if geographical coverage of the area is adequate
  - c. comparative costs across providers for similar outcomes
4. Prepare this information for sharing, within constraints, in **accessible** formats
5. Maintain accurate records of the market-analysis process

### **CPC 416 B Find out the quality and capacity of the market**

#### **Performance Criteria**

You need to show that you:

1. Use valid and reliable sources to find out the quality of the local market

2. Use a **range of methods** to find out the range of quality of provision in the market
3. Find out the views of service providers about standards of good practice and development needs in a way that encourages responses
4. Take into account the particular capacity issues faced by some voluntary sector and micro-providers
5. Prepare the information for sharing in accessible formats
6. Maintain accurate records of the capacity and capability analysis process

### **CPC 416 C Find out the potential of the market**

#### **Performance Criteria**

You must show that you:

1. Ensure that service providers have all possible information about future demand forecasts, priorities and outcomes
2. Take initial soundings from service providers about their views of the market's capacity to meet forecasted demand and deliver planned outcomes
3. Take soundings about the feasibility of any proposed innovative projects or approaches
4. Ask service providers to share their future plans for service development within agreed confidentiality constraints
5. Take an initial view about where gaps in service provision may exist
6. Take an initial view about where services may need to be redesigned, reconfigured or decommissioned
7. Find out the level and type of support which the market will need in order to deliver priorities and outcomes
8. Prepare the information for sharing in accessible formats
9. Maintain records of the process

#### **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 considering managing and developing the market
2. How to manage ethical dilemmas and conflicts which arise when decisions around the shaping and development of a market are being taken
3. 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
4. How differing values and perspectives of service providers can have an impact on the ability of the market to respond
5. The impact of organisational structure and culture upon how flexibly and innovatively resources can be used
6. Legal and organisational requirements about safeguarding children and vulnerable adults
7. Why it is important to reflect on your own practice and identify areas for further development and how to do so

### **Legislation and organisational policy and procedures**

8. Regulation, codes of practice and conduct relevant to yourself and others codes of practice and conduct, and standards and guidance and the roles, responsibilities, accountability and duties of others when managing the spending of public finance in a marketplace
9. Current local, UK and European legislation and organisational requirements, procedures and practices for:
  - a. procurement of services
  - b. data protection

- c. risk assessment and management
  - d. best value
  - e. employment law and best practice
10. Key government initiatives which affect the organisational practices when managing and developing the market

### **Theory and practice**

11. Theories and best practice in market management and development
12. Government reports, inquiries and research relevant to market management and development
13. The differences between interdisciplinary, inter-agency and multidisciplinary and multi-organisational working and how these can be used to maximise resources
14. The use of evidence-based practice to:
- a. justify your actions and decisions
  - b. record and report processes and outcomes of your work
15. The importance of understanding business practices in order to understand the market
16. How to interpret and explain demand forecasts and priority setting
17. The types of development activities that can be undertaken to grow the market