

Unit: CPC 418 Plan the development of self-directed support (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 418A Promote and encourage individuals, families and communities to direct their own support

CPC 418 B Support the market to respond positively to a self-directed environment
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CPC 418C Develop procurement and contracting activities for a self-directed environment
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About this unit

Self-directed support is based on the premise that everyone is an equal citizen and has the right to determine and direct their own support services. This unit is about addressing the changes that self-directed support will bring to the way that individuals, families and communities access services. Self-directed support is a significant shift in the power relationship between people who use and people who commission and provide services. This move to personalised service provision means that supply agreements and contracts will have to be developed differently, and resource allocations will be re-thought.

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

Communications strategy: public; restricted; one format; multiple formats; open; closed; accessible; informing; inviting

Colleagues: team; managers; providers; other teams; other departments; other organisations

Changes and adjustments: in practice; in policy; in procedures; in systems; in approach; services; providers,

funding/payment arrangements, plans, proposals,
consultation arrangements

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.**

Self-directed support: individuals, families and communities that wish to be in receipt of direct payments or individual budgets and are making all the decisions in relation to their own care-service provision

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

CPC 418A Promote and encourage individuals, families and communities to direct their own support

Performance Criteria

You must show that you:

1. Share the planning as a partnership with representatives of individuals, families and communities and service providers
2. Review current systems to identify necessary changes to enable the implementation of **self-directed support**

3. Develop a **communications strategy** to raise awareness of self-directed support among individuals, families and communities
4. Work with **colleagues** to ensure that everyone is offered the opportunity to direct their own services at the point of assessment or review
5. Provide information and explanations and reassurance to groups and individuals who have reservations about self-directed support
6. Encourage colleagues to respond positively to self-directed support and to contribute ideas for development of systems to simplify access
7. Ensure that support is available for those who do not wish to direct their own services

CPC 418 B Support the market to respond positively to a self-directed environment

Performance Criteria

You must show that you:

1. Give service providers clear and unambiguous information and explanations about self-directed support
2. Provide accurate information about the ways that commissioning relationships, procurement and contracts will be affected
3. Encourage, by offering examples, providers to respond with innovative ideas to meet the demands of self-directed support
4. Work with service providers to identify how your **organisation** can support changes and adjustments they need to make
5. Share information about future plans and forecasts for the growth of self-directed support
6. Share information about the nature and type of service provision being sought by individuals, families and communities directing their own support
7. Identify and address **obstacles** to progress

CPC 418C Develop procurement and contracting activities for a self-directed environment

Performance Criteria

You must show that you:

1. Review procurement activity and identify **the points** where individuals, families and communities can exercise control
2. Gather relevant information and examples from other commissioning organisations about approaches being used
3. Explore and share examples of approaches to tendering and awarding contracts that enable personal outcomes to be specified
4. Review current types of supply agreements, contracts and framework agreements that are in use and identify **changes and adjustments** needed to reflect the achievement of individual outcomes
5. Review contract management and monitoring activity and identify changes and adaptations needed in order to monitor the achievement of individual outcomes
6. Review resource management and allocation systems; identify changes and adjustments in order to give individuals, families and communities control over funding
7. Make evidence-based recommendations for action to implement the necessary changes

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 in relation to self-directed support
2. How to ensure that you and others for whom you are responsible protect the rights and the interests of individuals
3. How to manage ethical dilemmas and conflicts that may

- arise in a move to self-directed support
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
 6. 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

7. Codes of practice and conduct, and standards and guidance and the roles, responsibilities, accountability and duties of others for self-directed support
8. Current local, UK and European legislation and organisational requirements, procedures and practices for putting people in control
9. Key government initiatives about self-directed support
10. How to access, evaluate and influence organisational and workplace policies, procedures and systems for self-directed support
11. How different philosophies, principles, priorities and codes of practice can impact on self-directed support
12. Policies, procedures, guidance and protocols with the other organisations and professions with which you work that are relevant to self-directed support

Theory and practice

13. Theories about power relationships and the control exercised by care organisations and people who work for care organisations
14. The 'gift' model of social care and the reasons for changing this to a 'person centred' or 'social' model
15. Ways to support individuals, families and communities that want to take control of their own care
16. How to use a broker or care navigator to support people to access services

17. The potential impacts on market stability, development and sustainability and ways to address these
18. The potential impacts on the nature and structure of contracts and how to address these in order to provide flexibility but not destabilise the market
19. Potential impacts on the procurement process and how to give people control and remain within regulations
20. The issues that arise with monitoring individual outcomes
21. The ways to address the workforce issues that result from self-directed support