Unit: CPC 511 Implement self-directed support in your organisation (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 511 A Forecast the impact of self-directed support on commissioning priorities and outcomes
CPC 511 B Ensure that commissioning strategies enable individuals, families and communities to control support services
CPC 511 C Review and evaluate the impact of self-directed support on commissioning priorities and outcomes

About this unit

This unit is about making sure that individuals who want to receive direct payments, or to control the outcomes they achieve through individual budgets, are able to do so. This involves flexible planning and close working with both individuals and the market.

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.

> **Relevant data:** demographic; quantitative; qualitative; national; local
> **Advice and assistance:** information; guidance; broker; care navigator; web-based advice and brokering tool

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.**

> **Engage:** getting people actively involved and committed
> **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
> **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
> **Self-directed support:** individuals, families and communities who are in receipt of direct payments or individual budgets and who want to, and can, make all the decisions in relation their own care-service provision

CPC 511 A Forecast the impact of self-directed support on commissioning priorities and outcomes

Performance criteria

You need to show that you:

1. Ensure that individuals, families and communities are **engaged** in determining how **self-directed support** should work
2. Ensure that service providers are engaged in considering implications of increased take-up of self-directed support
3. Gather all **relevant data** which could impact on levels of self- directed support from valid and reliable sources

4. Obtain information and analysis for forecasting and forward planning from staff responsible for promoting the take-up of self-directed support
5. Share information with any relevant people who have an interest in the growth of self-directed support
6. Consult and engage the workforce and representative organisations in order to share views on the future demands on the workforce as a result of self-directed support
7. Develop comprehensive, short- and long-term implementation strategies for self-directed support

CPC 511 B Ensure that commissioning strategies enable individuals, families and communities to control support services

Performance Criteria

You need to show that you:

1. Ensure that individuals, families, communities and service providers are **engaged** in developing innovative approaches to providing access to self-directed support
2. Take into account the consultation feedback from individuals, families and communities about the sort of **advice and assistance** which they may need
3. Plan for long-term strategic commissioning which includes the needs of all the local population, including those who will direct their own support
4. Develop strategic plans to build capacity in the workforce to support the effect of direct payments and user controlled support
5. Develop flexible and responsive approaches to resource allocation and contracting without destabilising the market
6. Plan to take into account the development of the new types of workers and new ways of working which will emerge when redesigning and re-configuring services
7. Provide the market with sufficient information so that service providers are able to plan for the increase in self-directed support
8. Ensure that the long-term strategy is **sustainable** in the face of significant movements away from traditional service provision
9. Develop a long-term commissioning strategy which includes advice and guidance and assistance for those wishing to direct their own support services

CPC 511 C Review and evaluate the impact of self-directed support on commissioning priorities and outcomes

Performance Criteria

You must show that you:

1. Agree the status of the review and evaluation within your **organisation** and where the information is shared
2. Ensure, through effective communication, that individuals, families, communities and service providers engage with your organisation to agree a review and evaluation procedure
3. Work closely with partner agencies to share information that could contribute to a review and evaluation
4. Agree the measures and indicators that will be used to evaluate any impact
5. Agree the intervals for reviews
6. Ensure reviews are undertaken at agreed intervals
7. Put processes in place that feed the evaluations into the strategic commissioning and planning 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 the impact of user-controlled support
2. How to manage ethical dilemmas and conflicts which can arise from decisions around the ways in which

users can control their own support services

3. Methods and ways of working that:
    a. support equality and diversity
    b. support the development of sustainable new ideas
    c. are ethical and adhere to any codes of practice relevant to your work
    d. respect other people's ideas, values and principles
4. Legal and organisational requirements about safeguarding children and vulnerable adults
5. Why it is important to reflect on your own practice and identify areas for further development and how to do so
5. The differences in types, structures, governance and capacity of organisations, particularly voluntary sector and micro- providers, and the implications for self-directed support
6. How differing values and perspectives of service providers can have an impact on their ability to respond to self-directed support and how to address this
7. The impact of organisational structure and culture upon how flexibly and innovatively resources can be used

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 relevant to your setting and the roles, responsibilities, accountability and duties of others relating to self-directed support
9. Current local, UK and European legislation and organisational requirements, procedures and practices for:
    a. direct payments and individual budgets
    b. commissioning and procurement of services
    c. data protection
    d. risk assessment and management
    e. long-term strategic planning
    f. developing new types of working agreements and practices.
10. Key government initiatives which affect the organisation's practices in relation to direct payments and individual budgets

Theory and practice

11. An up-to-date knowledge of government reports, inquiries and research relevant to self directed support
12. Theories of:

a.   public sector procurement
b.   capacity building
c.   public sector commissioning
d.   risk management
e.   change management
f.   cost benefit analysis
g.   market management
h.   collaborative working
i.   conflicts and dilemmas
     and how they can be applied to implanting
     user directed support
13. The use of evidence-based practice to:
a.   justify your actions and decisions
b.   record and report processes and outcomes
     of your work