

Unit overview

Elements of competence

443a	Specify services to meet the needs of individual service users
443b	Negotiate and agree contracts for specific services
443c	Monitor and evaluate the quality of services provided

About this unit

This unit is about procuring specific health and social care services to meet the needs of individual service users. These services may be supplied outside the immediate geographical area. This involves being clear about the individual's requirements, identifying and contracting with suitable service providers, and ensuring that the services provided meet the required standard.

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 items in the performance criteria. You need to provide evidence for any option related to your work area.

Substance misuse services: education and prevention services; care and treatment services; rehabilitation and transitional care services; services for relatives and carers of substance misusers.

Quality, in terms of: relevance of the service (Does it match clients' needs?); accessibility (Are there any barriers to accessing the service such as geographic location, gender or cultural/racial factors?); acceptability (Are clients satisfied with the service?); equity (Is there any unwarranted exclusion of clients from services based on issues such as referral mechanism, race, gender etc?); efficiency (Is the service efficient?); effectiveness (What are the outcomes? To what extent does the service achieve its stated objectives?); partnership (Does it match the requirements of referring agencies and other partner agencies?).

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PROCURE SERVICES FOR INDIVIDUALS

443a

Specify services to meet the needs of individual service users

Performance criteria

You need to show that:

- 1 You obtain complete, accurate and up-to-date information about individuals' specific service requirements
- 2 You verify that there is no existing service provision in the area that adequately meets individuals' needs
- 3 You draw up specifications for the services individuals require
- 4 Your specifications clearly state the aims and objectives of services and the level of service required
- 5 Your specifications clearly state how the objectives of services and the level of service will be monitored and evaluated
- 6 Your specifications reflect recognised good practice in commissioning and delivering services
- 7 Your specifications meet organisational and legal requirements

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PROCURE SERVICES FOR INDIVIDUALS

443b

Negotiate and agree contracts for specific services

Performance criteria

You need to show that:

- 1 You negotiate the details of contracts with providers in order to ensure that the specific services represent good value for money
- 2 You offer contracts for the provision of services to those providers whose offers meet the specifications
- 3 The contracts clearly state the aims and objectives of services and the level of service required
- 4 The contracts clearly state how the objectives of services and the level of service will be monitored and evaluated
- 5 The contracts clearly state the milestones and payments to be made to the providers
- 6 The contracts clearly state the roles and obligations of each party
- 7 The contracts clearly state the action to be taken if the provider fails to deliver services to specifications
- 8 The contracts meet organisational and legal requirements

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PROCURE SERVICES FOR INDIVIDUALS

443c Monitor and evaluate the quality of services provided

Performance criteria

You need to show that:

- 1 You monitor and evaluate the quality of the service provided in line with the contract
- 2 Monitoring and evaluation information is complete, accurate and up-to-date
- 3 Monitoring and evaluation information meets the requirements for reporting to local, regional and national authorities
- 4 You use and handle information in ways which maintain confidentiality
- 5 You discuss the findings of your evaluations in an open and constructive way with the providers concerned
- 6 You identify and agree with providers ways in which they can improve the **quality**, outcomes and cost-effectiveness of the services they provide within existing contracts
- 7 You identify and recommend ways in which the terms and conditions of future contracts should be changed to improve the quality, outcomes and cost-effectiveness of services

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 expectations and requirements of your job role.**

Legislation and organisational policy and procedures

- 1 Legal requirements relevant to the functions being carried out
- 2 Organisational requirements relevant to the functions being carried out

Theory and practice**Analytical techniques**

- 3 How to use monitoring information to identify where providers are, and are not, meeting contractual requirements

Communication and interpersonal skills

- 4 How to write complex material clearly and concisely
- 5 The importance of discussing the findings of reviews and evaluations with those concerned in an open and constructive manner, and how to do so

Information handling

- 6 The importance of receiving complete and accurate monitoring information
- 7 The principle of confidentiality: what information may be provided to whom

Local knowledge

- 8 The partner agencies in the local area
- 9 The range of suitable providers of services in the local area and the services they provide
- 10 The range of suitable providers of services outside the local area and the services they provide

Monitoring and evaluation

- 11 Ways of monitoring and evaluating objectives and levels of service effectively
- 12 The importance of developing clear criteria for evaluation, and how to do so
- 13 How to evaluate fairly against specified criteria
- 14 The information for central reporting on the performance of services
- 15 How to evaluate the quality and cost-effectiveness of services

Negotiation

- 16 How to negotiate in ways which deliver good value for money and maintain effective working relationships

Knowledge specification for the whole of this unit (continued)

Procurement

- 17 What service specifications, tender documents and contracts should contain
- 18 How to develop service specifications, tender documents and contracts
- 19 The level of detail providers need to be able to produce an accurately-costed tender
- 20 Procurement procedures
- 21 The importance of ensuring specific services represent good value for money
- 22 The terms and conditions of contracts with providers of substance misuse services
- 23 The range of corrective action that can be taken if providers persistently fail to meet their contractual requirements

Quality

- 24 Ways in which the quality of services can be improved
- 25 Substance misuse
- 26 Recognised good practice in commissioning and delivering services
- 27 The range of services
- 28 Local, regional and national authorities and their requirements for reporting

Evidence requirements for this unit

- Direct observation by assessor and/or an expert witness is required for some of the performance criteria for every element in this unit.
- Prior to commencing the unit you should agree a plan with your assessor regarding the types of evidence to be used.
- You must provide your assessor with evidence for ALL the performance criteria, and ALL the knowledge requirements and the relevant parts of the SCOPE as applicable to your workplace.
- The evidence must, at all times, reflect the policies and procedures of the workplace as linked to current legislation and the values and principles for best practice within the Health and Social Care Sector. This will include the National Service Standards for your area of work or client group.
- All evidence should relate to real work activities for ALL elements of this unit.
- Simulation is NOT permitted for this unit.

Competences can be demonstrated using a variety of types of evidence from the following:

- **Work products:** these can be any record that you would normally use within your normal role eg individuals service specifications; contracts, policies and procedures, records and reports; monitoring and evaluation reports and records, communication records, minutes of meetings, etc.
- **Assignment/project:** you may have already completed a project or assignment (for example from HNC, NC, VRQ, BTec courses, D32, 33, 34, A1 and V1). You could also use evidence of previous in-house training course/programmes you have completed showing professional development.
- **Reflective accounts:** you describe your actions in (a) particular situation(s) and reflect on the reason(s) for you practicing in that way, in relation to procuring quality service for individuals.
- **Questioning/professional discussion:** you and your assessor may agree on questions or discussion to demonstrate your knowledge, to supplement the knowledge demonstrated through observations, products and reflective accounts. These can be oral or written but evidence of this must be recorded.

NB Confidential records are not required in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier. If they are included they must be anonymised.