
Overview

This standard is about making sure that you work with individuals, key people and stakeholders through co-productive commissioning. It covers your own actions to develop working relationships with individuals, key people and stakeholders and how you can support service providers that you work with to engage with individuals and key people who use their services.

This NOS is relevant to an individual undertaking commissioning, procurement and contracting in relation to care services.

Performance criteria

Develop systems and processes to engage with individuals, key people and stakeholders

- You must be able to:
- P1 contribute to developing systems and processes for engagement with **individuals, key people and stakeholders** that are **targeted, accessible and inclusive**
 - P2 identify systems and processes that are hard for individuals, key people and communities to engage with
 - P3 evaluate the effectiveness of systems and processes for engagement with individuals, key people and communities
 - P4 make evaluation information available in accessible forms and at appropriate times to inform decision-making activities
 - P5 make recommendations for improvements to engagement systems and processes based on the evaluation information collected and other **evidence**
 - P6 change systems and processes to enable engagement of individuals, key people and communities, where the changes are within the scope of your expertise and responsibility
 - P7 seek information and advice where changes required are outside the scope of your expertise and responsibility
 - P8 support colleagues to use systems and processes for engagement

Facilitate co-production with individuals, key people and stakeholders

- You must be able to:
- P9 identify how individuals, key people and stakeholders want to participate in **co-productive** commissioning
 - P10 use community networks to reach individuals, key people and stakeholders
 - P11 work with others to enable participation through use of specific aids or extra support according to individual preferences and needs
 - P12 develop an environment in which others are able to discuss their views and provide opinions
 - P13 support others to change or adapt environments to support co-production and community commissioning
 - P14 agree a plan of what everyone can expect from engagement and collaboration
 - P15 communicate the **restrictions** on any information you are unable to share publicly
 - P16 ensure that the contributions and expertise of all individuals, key people and

- stakeholders is respected during co-productive and community commissioning
- P17 support individuals, key people and stakeholders to understand differing views and opinions
 - P18 share the outcomes of engagement with individuals, key people and stakeholders
 - P19 give reasons for any commissioning decisions taken which are not in line with views expressed by individuals, key people and stakeholders
 - P20 provide information to individuals, key people and stakeholders about responses and changes which result from co-productive and community commissioning

Support service providers to engage with individuals and key people

- You must be able to:
- P21 promote the value of engagement with individuals and key people
 - P22 provide advice and information to service providers about how to engage with individuals and key people
 - P23 provide advice to service providers about how to review systems and processes to promote the engagement of individuals and key people
 - P24 encourage service providers to create opportunities for ongoing feedback from individuals and key people
 - P25 provide advice and information to service providers about making changes in response to feedback
 - P26 involve service providers in regular opportunities to promote co-productive and community commissioning
 - P27 check with individuals and key people how well they feel that service providers engage with them
 - P28 use agreements with service providers to stipulate engagement with individuals and key people

Knowledge and understanding

You need to know and understand:

Specific to this NOS

- K1 why it is important to engage individuals, key people and stakeholders in commissioning, procurement and contracting
- K2 why people must be able to make informed decisions about outcomes
- K3 the difference between 'consulting' and 'engaging'
- K4 methods and techniques for engaging people
- K5 how to develop systems and processes that support the engagement of individuals, key people and stakeholders
- K6 how different philosophies, principles, priorities and codes of practice can impact on the extent to which organisations engage with individuals, key people and communities
- K7 methods of working with and influencing service providers to develop a supportive professional relationship

Rights

You need to know and understand:

- K8 legal and work setting requirements for equality, diversity, discrimination and rights
- K9 legal and work setting requirements for complaints and whistle blowing
- K10 your role and the roles of others in promoting **co-productive** commissioning
- K11 the role of service providers and partner agencies in promoting the rights, choices, wellbeing and active participation of **individuals, key people** and communities
- K12 how to address conflicts and dilemmas about rights and discrimination
- K13 your duty to report any acts or omissions poor or discriminatory practice, resources or operational difficulties that could infringe the rights of individuals, key people and communities

Safeguarding

You need to know

- K14 legislation, national policy, frameworks, local systems and multi-

and understand:

- disciplinary procedures relating to the safeguarding and protection of children, young people and adults
- K15 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K16 indicators of potential harm or abuse
- K17 how and when to escalate any concerns about harm or abuse, including whistleblowing
- K18 how to support others who have expressed concern about harm or abuse
- K19 what to do if you have reported concerns but no action is taken to address them

SustainabilityYou need to know
and understand:

- K20 how to evaluate the benefits of working in a **politically, economically, sociologically, technologically, legally and environmentally** sustainable way
- K21 how to promote your **organisation's** political, economic, sociological, technological, legal and environmental responsibilities
- K22 how to evaluate the sustainability of commissioned services
- K23 how to develop sustainable new ideas in your area of responsibility

Partnership workingYou need to know
and understand:

- K24 how **collaborative and integrated working** can be used to maximise resources
- K25 how to promote co-productive commissioning
- K26 how to work with individuals, key people and communities through co-productive commissioning, procurement and contracting
- K27 how to support the interests of individuals and other stakeholders
- K28 how to engage with social care and procurement professionals during commissioning, procurement and contracting activities
- K29 how to analyse the **priorities, interests** and contributions of **stakeholders** and their impact on partnership working
- K30 how to analyse the drivers and constraints that impact on businesses and third sector organisations

- K31 the **business processes** and **operational realities** of service providers
- K32 how to influence the work of the partnership to meet agreed **outcomes**
- K33 how to use and develop integrated policies, procedures, guidance and protocols with others involved in partnerships
- K34 the statutory and financial constraints for **agreeing budgets** to support partnership working
- K35 how to evaluate effective partnership working

Risk management

You need to know and understand:

- K36 how to analyse the risks involved in commissioning, procurement and contracting for your area of responsibility
- K37 methods of managing and mitigating the risks involved in commissioning, procurement and contracting for your area of responsibility
- K38 how to develop practice that facilitates positive risk-taking

Your practice

You need to know and understand:

- K39 European, UK and country specific legislation, statutory codes, standards, regulations, frameworks and guidance relevant to commissioning, procurement and contracting relevant to your area of responsibility
- K40 European, UK and country specific legislation, statutory codes, standards, frameworks and guidance relevant to service providers and partner agencies
- K41 how to access accurate interpretations of legal and regulatory requirements
- K42 how to use analysis from lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions
- K43 how your role fits within your organisation and where you can go to for support
- K44 how to identify priorities and contribute to priority setting

- K45 how to evaluate the impact of commissioning, procurement and contracting activities on individuals, key people and communities
- K46 how to evaluate different methods and approaches of measuring the achievement of outcomes
- K47 how to evaluate the importance of preventative and community based provision
- K48 how to manage agreed transformations for service provision
- K49 techniques for problem solving and innovative thinking
- K50 how to manage budgets and resources
- K51 how to identify and manage ethical conflicts and dilemmas in your work
- K52 your own background, experiences and beliefs that may have an impact on your practice
- K53 how to use **evidence based practice** to justify your actions and decisions
- K54 how to contribute to the development of systems, practices, policies and procedures

Theory for practice

You need to know and understand:

- K55 how to evaluate the impact of **social, medical and business models** on the achievement of outcomes
- K56 how to evaluate the impact of organisational structure and culture upon how flexibly and innovatively resources can be used
- K57 how to evaluate theories and approaches to management relevant to your area of responsibility

Personal and professional development

You need to know and understand:

- K58 how to promote reflective, person centred, evidence based practice
- K59 your role in sharing and developing knowledge and practice with others, including individuals, key people and communities
- K60 how to manage time and workload
- K61 how to provide constructive feedback
- K62 how to identify and access opportunities for professional development
- K63 how to develop professional knowledge and practice through

reflective supervision and appraisal

Communication

You need to know
and understand:

- K64 how to use communication as a foundation for co-productive commissioning
- K65 how to manage and promote effective communication with **colleagues**, individuals and other stakeholders

Handling information

You need to know
and understand:

- K66 legal requirements, policies, procedures and protocols for the security and confidentiality of information, taking account of commercial sensitivity and procurement practice
- K67 legal and work setting requirements for recording information and producing reports within timescales
- K68 how to identify, collect, analyse, measure and assess data
- K69 methods of making data, information and analysis accessible for individuals, key people and other stakeholders including decision makers
- K70 how and where electronic communications can and should be used

Health and Safety

You need to know
and understand:

- K71 legal and work setting requirements for health, safety and security in the work environment

Additional information

Scope / range related to performance criteria:

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

The **individual** is the adult, child or young person you support or care for in your work.

Key people are those who are important to an individual and who can make a difference to his or her well-being. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

Stakeholders are individuals and other people who have an interest in or are in some way affected by your work. They include service providers from the statutory, third or business sectors; regulators; colleagues and other professionals whose work contributes to the individual's well-being and who enable you to carry out your role; commissioning partners or those who commission services from the same provider, whether or not they are joint arrangements.

Targeted engagement with individuals, key people and communities and stakeholders aims to improve the effectiveness of engagement and collaboration by identifying the people or organisations who would be most affected by a change or development. It can be especially useful to improve collaboration with hard to reach groups who may not respond to more general engagement activities.

For something to be **accessible**, it should be able to be used by all people whatever their levels and types of ability, for example something that people can understand regardless of the level or way in which they communicate.

To be **inclusive** involves recognising, accommodating and meeting the range of needs of individuals, key people, communities or other stakeholders.

Evidence may be based on research; knowledge; quantitative data; qualitative data; facts (times, dates, age, information about conditions etc). Your own opinion should be informed by practice and knowledge and should not go beyond your competence.

The process of **co-production** involves developing relationships to collaborate with individuals, local people, community groups and organisations. It involves using and developing people's skills and abilities throughout all commissioning, procurement and contracting activities, including designing and delivering services. It places individuals, key people and communities at the centre of decision making and control, taking account of the roles that people want to take.

Restrictions include confidentiality restrictions; data protection restrictions; commercial sensitivity restrictions; embargoed

**Scope / range
related to
knowledge and
understanding:**

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statement required for achievement of the NOS.

All knowledge statements must be applied in the context of this standard.

The process of **co-production** involves developing relationships to collaborate with individuals, local people, community groups and organisations. It involves using and developing people's skills and abilities throughout all commissioning, procurement and contracting activities, including designing and delivering services. It places individuals, key people and communities at the centre of decision making and control, taking account of the roles that people want to take.

The **individual** is the adult, child or young person receiving a service.

Key people are those who are important to an individual and who can make a difference to his or her well-being. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

The **political, economic, sociological, technological, legal and environmental** model (also known as the PESTLE model) is used to analyse the influences that an organisation has on its environment, both now and in the future. It is used to inform decisions and enable the organisation to respond to change.

An **organisation** is used to mean the organisation for which you work or volunteer, or which you own or run. For people funding their own services or using other self directed support, it means you and the people who may work for you.

Collaborative and integrated working describes a range of ways in which two or more organisations can work together, for example health and social services working together or regional collaboratives. They can be formal or

informal, temporary or permanent and may include the agreement of budgets.

The **priorities and interests** of stakeholders encompass the outcomes sought and are influenced by different philosophies, principles, priorities and codes of practice and are affected by their differences in size, structure, governance and capacity. They may change over time in response to national and local factors.

Stakeholders are individuals and other people who have an interest in or are in some way affected by your work. They include service providers from the statutory, third or business sectors; regulators; colleagues and other professionals whose work contributes to the individual's well-being and who enable you to carry out your role; commissioning partners or those who commission services from the same provider, whether or not they are joint arrangements.

Business processes describe the systems and tasks that organisations undertake to be able to provide the required service.

The **operational realities** of service providers are the factors that impact on how they are able to run their services, in particular where there is competition for funding and customers.

Outcomes are the desired result of the activity for individuals, key people and communities. They move the focus from the processes, transactions and performance management to the differences that provision can actually make to people's lives. It underpins citizen centred commissioning by placing individuals in a central role in evaluating the effectiveness of commissioning.

Agreeing budgets involves combining or pooling budgets within or between organisations, for example using local authority and continuing healthcare funding, for joint commissioning or regional/collaborative purchasing.

Evidence based practice uses systems, processes and 'practice wisdom' that has been proved to be effective in supporting the achievement of positive

outcomes. Evidence may have been drawn from a variety of sources: research, both formal and informal, and the views and opinions of individuals, key people and other stakeholders involved in the delivery of care services.

The **social model** describes disability as a series of barriers located in society and not an individual, for example attitudes towards people in need or physical barriers. The **medical model** described illness or disability as an inherent part of the individual, and as such would attempt to treat or cure the person.

Business models refers to an organisation's need to function as a business within financial constraints and in some cases to make profit, for example social enterprises and private businesses.

Colleagues are people who you work with in your own or other organisations, including your team, managers, service providers, other teams, other departments and other organisations.

Values:

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

To be treated as an individual

To be treated equally and not be discriminated against

To be respected

To have privacy

To be treated in a dignified way

To be protected from danger and harm

To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them

To communicate using their preferred methods of communication and language

To access information about themselves

All aspects of commissioning, procurement and contracting should seek to build on these underpinning values and should:

Respect the inherent worth and dignity of all people

Respect the human rights of children, young people and adults

Respect people's right to take positive risks

Be transparent

Be accountable

Be proportional

Be consistent

Be targeted

Be impartial

Enable providers

SCDCPC407
Facilitate co-productive commissioning



Developed by	Skills for Care and Development
Version number	2
Date approved	February 2014
Indicative review date	February 2019
Validity	Current
Status	Original
Originating organisation	Skills for Care and Development
Original URN	CPC407
Relevant occupations	Contract Manager; Managers and leaders with responsibility for interagency working; Childcare and Related Personal Services; Health and Social Care; Planning Officer; Strategy Officer
Suite	Commissioning, Procurement and Contracting for Care Services
Key words	Facilitate; co-productive; commissioning; individuals; stakeholders; services
