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### Overview

This standard identifies the requirement when you procure specific health social or other care services to meet the needs of individuals. This includes specifying services to achieve the outcomes required by individuals and negotiating and agreeing contracts for specific services. It also includes monitoring and evaluating the quality of services provided.

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## Procure services for individuals

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### Performance criteria

#### Specify services to meet the needs of individuals

*You must be able to:*

- P1 obtain accurate and up to date information about the **individual's** specific **service** requirements and the outcomes to be achieved
- P2 verify that there is no existing service provision in the area that adequately meets the individual's needs
- P3 draw up specifications for the services the individual requires
- P4 ensure your specifications clearly state the aims and objectives of the services required
- P5 ensure your specifications clearly state how the objectives of services will be monitored and evaluated
- P6 ensure your specifications reflect recognised best practice in commissioning and delivering services
- P7 ensure your specifications are clearly in line with work setting and legal requirements

#### Agree contracts for specific services

*You must be able to:*

- P8 negotiate the details of contracts with providers in order to ensure that the specific services represent good value for money
- P9 offer contracts for the provision of services to those providers whose offers meet the specifications
- P10 ensure the contracts clearly state the aims, objectives and outcomes of services required
- P11 ensure the contracts clearly state how the objectives of services will be monitored and evaluated
- P12 ensure the contracts clearly state the milestones and payments to be made to the provider
- P13 ensure the contracts clearly state the roles and obligations of each party
- P14 ensure the contracts clearly state the **corrective action** to be taken if the provider fails to deliver services to specifications
- P15 ensure the contracts meet work setting and legal requirements

#### Evaluate the quality of services provided

*You must be able to:*

- P16 monitor and evaluate the **quality** of the service provided in line with the contract
- P17 ensure monitoring and evaluation information is complete, accurate and up to date
- P18 ensure monitoring and evaluation information meets the

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- requirements for reporting to local, regional and national authorities
- P19 handle information in ways which maintain confidentiality
- P20 discuss the findings of your evaluations in an open and constructive way with the providers concerned
- P21 agree with providers ways in which they can improve the **effectiveness of the services** they provide within existing contracts
- P22 recommend ways in which the terms and conditions of future contracts should be changed to improve the effectiveness of services

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### Knowledge and understanding

*You need to know and understand:*

#### Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting individuals' rights, choices, wellbeing and active participation

#### Your practice

*You need to know and understand:*

- K3 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K4 your own roles, responsibilities and accountabilities with their limits and boundaries
- K5 the roles, responsibilities and accountabilities of others with whom you work
- K6 how to access and work to procedures and agreed ways of working
- K7 the meaning of person-centred/child centred working
- K8 how your power and influence as a worker can impact on relationships
- K9 how to work in partnership with individuals, key people and others
- K10 how to manage ethical conflicts and dilemmas in your work
- K11 how and when to seek support in situations beyond your experience and expertise

#### Theory for practice

*You need to know and understand:*

- K12 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** for whom contracts are required

#### Personal and professional development

*You need to know and understand:*

- K13 principles of reflective practice and why it is important

#### Safe-guarding

*You need to know and understand:*

- K14 legislation and national policy relating to the safe-guarding 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

### Multi-disciplinary working

*You need to know and understand:*

- K16 the purpose of working with other professionals and agencies  
K17 the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work

### Handling information

*You need to know and understand:*

- K18 legal requirements, policies and procedures for the security and confidentiality of information  
K19 legal and work setting requirements for recording information and producing reports  
K20 how to record written information with accuracy, clarity, relevance and an appropriate level of detail  
K21 how and where electronic communications can and should be used for communicating, recording and reporting

### Leading practice

*You need to know and understand:*

- K22 theories about leadership  
K23 standards of practice, service standards and guidance relating to the work setting  
K24 national and local initiatives to promote the well-being of individuals  
K25 lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions  
K26 techniques for problem solving and innovative thinking

### Specific to this NOS

*You need to know and understand:*

- K27 how and when to involve individuals in the procurement, monitoring and evaluation of services to meet their needs and achieve outcomes  
K28 how to use monitoring information to identify where providers are, and are not, meeting contractual requirements  
K29 the partner agencies in the local area  
K30 the range of suitable providers of services outside the local area and the services they provide  
K31 ways of monitoring and evaluating objectives and levels of service effectively  
K32 the importance of developing clear criteria for evaluation, and how

- to do so
- K33 how to evaluate fairly against specified criteria
- K34 the information for central reporting on the performance of services
- K35 what service specifications, tender documents and contracts should contain
- K36 how to develop service specifications, tender documents and contracts
- K37 the level of detail providers need to be able to produce an accurately-costed tender
- K38 procurement procedures
- K39 the terms and conditions of contracts with providers of services
- K40 the range of corrective action that can be taken if providers persistently fail to meet their contractual requirements
- K41 recognised good practice in commissioning and delivering services
- K42 the range of services
- K43 local, regional and national authorities and their requirements for reporting

### 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.

Note: 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

**Corrective action** may include giving advice and/or support to the provider; establishing alternative methods of obtaining monitoring information; agreeing alternative ways for providers to meet their contractual requirements; referring the deficiency or failure to a higher or other authority; taking steps to amend or terminate the contract

**Effectiveness of services** may include quality, outcomes and cost-effectiveness of the services

The **individual** is the adult, child or young person for whom services are required

**Quality** may include relevance of the service, accessibility or barriers to service, acceptability to people who use services, efficiency, partnership requirements

**Services** may include education and prevention services, care and treatment services, rehabilitation and transitional care services, services for direct employers, services for relatives and carers. Services may be supplied within or beyond the immediate geographical area.

### 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 statements required for achievement of the NOS.

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

**Factors that may affect the health, wellbeing and development of individuals** may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

### 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



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