

SFJCPS1.1

Engage with service users



Overview

This standard is about engaging with service users. It covers on-going engagement as well as that required during specific consultations. The engagement of service users is key to the planning, delivery, evaluation and re-designing services. Therefore, this standard underpins all other practice within the Commissioning National Occupational Standards.

You will need to be able identify target groups and ensure they are being reached. You will also need to support those service users that require support with engagement. Service providers should also be encouraged to create opportunities to obtain feedback from service users.

SFJCPS1.1

Engage with service users

Performance criteria

You must be able to:

- P1 identify the target group and evaluate whether they are engaging in the process
- P2 define and implement a suitable communication strategy for service users
- P3 communicate with service users in ways which are accessible and appropriate to them
- P4 encourage and promote the active engagement of relevant service users
- P5 clearly explain to service users how any information gathered will be used
- P6 conduct clear and timely consultations with service users
- P7 support service users who may need assistance with consultation processes
- P8 develop and implement suitable processes for feedback and complaints
- P9 manage service users expectations in an open and transparent way
- P10 give reasons for any commissioning decisions which are not in line with views expressed by service users
- P11 encourage service providers to create opportunities for on-going feedback from service users

SFJCPS1.1

Engage with service users

Knowledge and understanding

You need to know and understand:

- K1 the relevant legislation in relation to the service provision with which you are concerned
- K2 the legislation and guidelines relevant to commissioning in your occupational area and where to obtain information and guidance about this
- K3 the ethics and requirements of sustainability as applied to the service provision with which you are concerned
- K4 how to establish and implement communication strategies
- K5 the service users, service user representatives and other support services with whom you need to engage
- K6 why it is important to engage with service users throughout the commissioning process
- K7 how to collect management information in relation to service users and ensure it is used in accordance with current guidelines and legislation
- K8 how to engage with service users in a meaningful and mutually beneficial way
- K9 the types of consultation that can be used both on an on-going basis and at specified intervals
- K10 the support that some service users may require to engage and how this can be delivered
- K11 the ways in which you should communicate with service users taking into account cultural, social and economic requirements
- K12 the need for open and transparent relations with service users
- K13 the ways in which service providers can help with service user engagement

SFJCPS1.1

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Additional Information

Behaviours

- 1 You present information clearly, concisely, accurately and in ways that promote understanding
- 2 You state your own position and views clearly and confidently in situations.
- 3 You encourage others to share information and knowledge within the constraints of confidentiality.
- 4 You liaise with people and organisations that can provide support for your work.
- 5 You work to develop an atmosphere of professionalism and mutual support.
- 6 You clarify your own and other's expectations of relationships.
- 7 You model behaviour that shows respect, helpfulness and co-operation.
- 8 You keep promises and honour commitments.
- 9 You show sensitivity to the wider commissioning environment, including your organisations values and the internal and external politics that impact on your area of work.

SFJCPS1.1

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