

SFJCPS2.1

Assess the needs and required outcomes of services



Overview

This standard is about assessing the needs and required outcomes of services as part of the commissioning process. You will need to be able to carry out the necessary research (e.g. service user surveys) to identify the required outcomes of services. You will also need to validate and communicate the findings with regard to service requirements.

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Performance criteria

You must be able to:

- P1 establish and prioritise the needs against national, regional and local plans
- P2 conduct the necessary research to accurately identify needs
- P3 work with relevant partner agencies and/or colleagues to inform the research
- P4 analyse the research and validate the findings
- P5 identify and respond to issues with the accuracy and completeness of the research findings
- P6 define the required outcomes of services based on the research
- P7 conduct a risk assessment in relation to the required outcomes
- P8 consult with service users, service providers and other stakeholders with regard to the required outcomes
- P9 balance aspirational targets against existing constraints (budget, political, financial, operational)
- P10 use the results of the risk assessment and consultation to inform decision making
- P11 communicate the defined outcomes completely, accurately and within the required timescales, to the relevant stakeholders

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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 the political landscape with regard to commissioning in your area
- K5 current commissioning policies and strategies in your area of work
- K6 how to carry out research to assess the needs and required outcomes of services
- K7 how to ensure that data is used in accordance with current guidelines and legislation
- K8 how to identify any existing relevant research
- K9 the principles of evidence based validation and how to apply these principles
- K10 the meaning of needs, objectives and outcomes
- K11 the ways in which the policy landscape is currently changing and how this may affect service provision
- K12 the principles of option appraisal
- K13 the current and changing demographics and what this means for your services
- K14 how to consult with service users, service providers and other stakeholders
- K15 the role of partnership working and the potential for working with other stakeholders
- K16 the previous and existing delivery of services in your area, including delivery performance and the interventions required to achieve strategic goals
- K17 what would constitute gaps in service provision
- K18 how to develop value for money objectives
- K19 how to carry out a risk assessment

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Additional Information

Behaviours

- 1 You show respect for the views and actions of others.
- 2 You seek to understand people's needs and motivations.
- 3 You liaise with people and organisations that can provide support for your work.
- 4 You clarify your own and others' expectations of relationships.
- 5 You articulate the assumptions made and risks involved in understanding a situation.
- 6 You act to understand and influence the climate and culture of the organisation/partnership.
- 7 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.
- 8 You identify the range of elements in a situation and how they relate to each other.

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