

SFJCPS2.2

Review and evaluate current service provision



Overview

This standard is about reviewing and evaluating current service provision using agreed approaches. You will need to review and analyse existing service provision and then evaluate whether it is meeting the required objectives. You will also need to report your findings in accordance with organisational requirements.

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Performance criteria

You must be able to:

- P1 identify an agreed approach for reviewing and evaluating current service provision
- P2 plan and implement the approach in accordance with organisational requirements
- P3 review existing provision to establish:
 - P3.1 the nature and type of services being provided
 - P3.2 who the providers are
 - P3.3 who receives the services
 - P3.4 where the services are provided
 - P3.5 the relevant contractual or other arrangements
 - P3.6 the overall cost and resource implications of service provision
 - P3.7 communications
- P4 evaluate whether the provision delivers the required outcomes
- P5 evaluate whether the provider(s) is delivering:
 - P5.1 quality
 - P5.2 best value
 - P5.3 cost effectiveness
 - P5.4 a service aligned to your local, regional and/or national objectives
- P6 evaluate the breadth and structure of the current provider market
- P7 analyse your findings and report the results clearly, accurately and in accordance with organisational requirements

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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 relevant organisational requirements and expected outcomes in relation to service provision
- K4 the ethics and requirements of sustainability as applied to the service provision with which you are concerned
- K5 the political landscape with regard to commissioning in your area
- K6 relevant research findings in relation to the service provision with which you are concerned
- K7 how to ensure that relevant data is used in accordance with current guidelines and legislation
- K8 the use of resource mapping to inform decision making
- K9 the ways in which the policy landscape is currently changing and how this may affect service provision
- K10 the wider views of the public and service users in relation to service provision
- K11 the approaches available for reviewing and evaluating current service provision (e.g. service user surveys, contract reviews, benchmarking)
- K12 the range of providers in relation to the service provision with which you are concerned, and the potential of related providers
- K13 how to report the results of your review and evaluation

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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 identify the range of elements in a situation and how they relate to each other.

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