

SFJCPS3.2

Develop plans for services



Overview

This standard is about developing plans for services. You will need to be able to conduct consultations with regard to developing suitable plans. You will also need to identify any opportunities for commissioning with other providers and involving service users. Plans must be produced in accordance with legal and organisational requirements.

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Performance criteria

You must be able to:

- P1 conduct effective consultations with actual and potential providers, service users and other relevant stakeholders
- P2 develop plans based on a thorough needs analysis and evaluation
- P3 ensure that plans clearly specify:
 - P3.1 the scope and volumes of the service
 - P3.2 the service(s) being delivered
 - P3.3 where such services will be delivered
 - P3.4 the intended service users
 - P3.5 the required outcomes/benefits
 - P3.6 any associated risks
 - P3.7 the duration of the services
 - P3.8 the resource requirements
- P4 ensure that plans meet organisational and legal requirements
- P5 identify measures and methods for performance management
- P6 identify any suitable opportunities and potential barriers for sharing commissioning with other providers and involving service users
- P7 make plans available to the relevant persons within the required timetable

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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 potential legal, financial and/or political implications of developing plans for services
- K4 the relevant organisational requirements and expected outcomes in relation to service provision
- K5 the ethics and requirements of sustainability as applied to the service provision with which you are concerned
- K6 the principles and application of option appraisal
- K7 the quality standards applied to the delivery of services
- K8 how to carry out consultations and the range of stakeholders that should be involved (including providers and service users)
- K9 how to develop plans for the delivery of services
- K10 the principles of procurement and choosing best value for money
- K11 the required content of the plans to enable implementation and delivery
- K12 the costs and benefits of sharing commissioning with other providers and involving service users where appropriate
- K13 the types of complementary services that exist
- K14 the use of evidence-based practice in your work
- K15 the ways in which plans must be made available to relevant others

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Additional Information

Behaviours

- 1 You present information clearly, concisely, accurately and in ways that promote understanding
- 2 You keep people informed of plans and developments.
- 3 You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.
- 4 You identify clearly the value and benefits to people of a proposed course of action.
- 5 You act to understand and influence the climate and culture of the organisation/partnership.
- 6 You liaise with people and organisations that can provide support for your work.
- 7 You clarify your own and others' expectations of relationships.
- 8 You articulate the assumptions made and risks involved in understanding a situation.
- 9 You identify the range of elements in a situation and how they relate to each other.

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