
Overview

This standard is about developing, monitoring and reviewing service delivery plans to meet the needs of individuals requiring health and care services.

Performance criteria

You must be able to:

1. review relevant documents and information to identify the identified needs of individuals, including specialist and communication requirements
2. support individuals, relevant colleagues and organisations to identify the individual's needs about the way the health and care services should be provided
3. work with individuals, relevant colleagues and organisations to develop an agreed service delivery plan that identifies the areas of health and care that will be provided by the individual's family, friends and personal networks and those that will be provided by you, relevant colleagues and organisations
4. confirm the detail of the plan with individuals, relevant colleagues and organisations, recording and making required amendments to meet agreed needs
5. obtain necessary signatures when the final plan has been agreed
6. confirm that the plan is held by individuals unless there are clear and recorded reasons not to do so
7. establish procedures and practices to enable individuals, relevant colleagues and organisations providing services to monitor and provide feedback on changes to individuals' requirements
8. collate and evaluate feedback from relevant sources
9. obtain information and advice on the implications of any changes to service delivery plans for the individuals
10. support individuals, relevant colleagues and organisations to identify and agree changes to be made to service delivery plans to meet the individual's changing requirements
11. record and report on changes and proposed changes to relevant in line with relevant legal and organisational requirements
12. identify relevant legal and organisational requirements for the review of the service delivery plans
13. confirm that individuals, relevant colleagues and organisations are aware of their roles and responsibilities in reviewing individual service delivery plans
14. collate and evaluate relevant information to identify amendments required to the service delivery plans
15. identify and agree changes to and confirm the detail of the service delivery plans with individuals, relevant colleagues and

- organisations obtain necessary signatures when the revised plan has been agreed and provide a copy to the relevant individuals, relevant colleagues and organisations
16. support individuals, relevant colleagues and organisations to understand when changes to the service delivery plan will be made and how they will affect the health and care services they receive

Knowledge and understanding

You need to know and understand:

1. the relevant legal and organisational requirements on equality and diversity, and health and safety
2. how your organisation must comply with the relevant data protection legislation
3. how to challenge, and to support individuals, relevant colleagues and organisations to challenge information, documents, systems, structures, procedures and practices that are discriminatory
4. the relevant codes of practice and conduct, and standards and guidance related to your role and responsibilities and those of relevant colleagues and organisations
5. when developing monitoring and reviewing service delivery plans
6. the UK and devolved government initiatives which affect the organisational practices to assess individual care requirements
7. how to access and evaluate organisational and workplace policies, procedures and systems for developing, monitoring and reviewing service delivery plans
8. how to access and record information, decisions and judgements for service delivery plans
9. the resources available within and outside your organisation to develop service delivery plans that are flexible
10. how and where to access literature, information and support to inform your practice when developing, monitoring and reviewing service delivery plans
11. the physical, emotional and health conditions of the individuals for whom you are developing, monitoring and reviewing service delivery plans and how to use this information to make informed decisions for the content of the service delivery plans
12. the relevant factors to take account of when evaluating whether your organisation has the resources to provide the services and facilities
13. the relevant methods of supporting staff to work with individuals, relevant colleagues and organisations to implement and evaluate service delivery plans
14. the different stages, procedures and paperwork involved in developing, monitoring and reviewing service delivery plans

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15. the use of evidence in records and reports and why it is important to differentiate between these and identify the source of evidence

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Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	SFHHSC415
Relevant Occupations	Assistant Portfolio Manager (without portfolio); Neighbourhood Assistant; Housing Administrator; Housing Assistant; Housing Manager; Housing Officer; Lettings Assistant; Lettings Negotiator; Repairs Assistant; Resident Involvement Assistant; Revenue Officer/Assistant
Suite	Housing
Keywords	property; investigating; dealing; breaches; accommodation; tenancy; licence; leaseholder; agreements; customers; documentation; safety; support; legislation; equality; diversity; safe; organise; develop; agree; monitor; evaluate; service; delivery; plans;