

Overview

This standard identifies the requirement when you procure specific health, social or other care services to meet the needs of individuals. This includes specifying services to achieve the outcomes required by individuals and negotiating and agreeing contracts for specific services. It also includes monitoring and evaluating the quality of services provided.

Performance criteria

You must be able to:

1. establish consent and access information on the specific service requirements of individuals and outcomes to be achieved
2. verify that there is no existing service provision in the area that meets the needs of individuals
3. draw up specifications for the services required by individuals
4. ensure specifications include aims and outcomes and how services will be monitored and evaluated
5. ensure specifications reflect best practice in commissioning and delivering services
6. negotiate the details of contracts with providers to ensure that services represent good value for money
7. offer contracts for provision of services to providers whose offers meets specifications
8. ensure contracts include aims and outcomes and how services will be monitored and evaluated
9. ensure contracts include milestones and payments to be made to providers
10. ensure contracts include roles and responsibilities of each party
11. ensure contracts include action to be taken if providers fail to deliver services to specifications
12. monitor and evaluate the quality of services provided in line with contracts
13. discuss evaluation findings with relevant providers
14. identify and agree with providers good practice and how existing contracts can be improved
15. recommend changes to future contracts to improve the effectiveness of services
16. complete records and reports required for procuring services for individuals
17. reflect on how you carried out your roles and responsibilities when procuring services for individuals

Knowledge and understanding

You need to know and understand:

1. the range of services available and what they offer
2. the influence of neurodivergence and additional needs on services individuals require
3. the influence of culture, background and spirituality on services individuals require
4. how to involve individuals in the procurement, monitoring, and evaluation of services to meet their preferences, needs and outcomes
5. how to lead on the application of trauma informed principles when procuring services for individuals
6. how to lead on dignity, kindness, and compassion when procuring services for individuals
7. how to support emotional regulation when procuring, monitoring and evaluating services
8. ways to effectively monitor and evaluate objectives and service levels
9. the importance of having clear criteria, how to create them and evaluate against them
10. what should be included in service specifications, tender documents, and contracts
11. how to create service specifications, tender documents, and contracts
12. the level of detail providers require to create an accurate tender
13. procurement procedures
14. the terms and conditions of contracts with service providers
15. how to use monitoring information to assess if providers are meeting contractual requirements
16. the corrective actions that can be taken if providers fail to meet contractual requirements
17. recognised good practices in commissioning and delivering services
18. how to use digital tools and devices to procure services for individuals
19. the records and reports required for procuring services for individuals
20. theories relevant to procuring services for individuals
21. the relevant legal requirements, standards of practice, frameworks and guidance for procuring services for individuals
22. the workplace requirements on equality, diversity, inclusion and rights when

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23. how to work in partnership with others to procure services for individuals

24. how your personal experiences and unconscious bias may impact when procuring services for individuals, and how to address this

25. the role of supervision, reflective practice and learning and development in procuring services for individuals

Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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