

Commissioning for outcomes in the public and third sector

Accredited Qualifications



Course information

Where Service Matters

ncfe

 the centre for
Public Innovation
working together | delivering change

WHY THIS COURSE PROGRAMME?

As public sector budgets are drastically squeezed, many commissioners may think their only option is to cut existing services.

BUT WHAT IF YOU COULD COMMISSION MORE FOR LESS?

The coalition government emphasises the need to commission for outcomes. This programme has been developed to meet this challenge.

The Centre for Public Innovation delivers eight accredited courses in the field of commissioning for outcomes. Each course carries a Level 4 award qualification with the national awarding body, NCFE. A Level 4 award recognises specialist learning and involves detailed analysis of a high level of information and knowledge in an area of work or study. Learning at this level is appropriate for people working in technical and professional jobs, and/or managing and developing others.

Each course represents a component of the commissioning cycle, with all eight courses together covering the whole commissioning cycle.

Each course involves one full day of classroom training plus a minimum of four hours self-study on a specific assignment. The assignment will be based on your real life workload. This assignment will be marked and individual feedback provided to you by your course tutor.

Course 01

Developing Outcome Based Commissioning in the Public and Third Sector

Learning Outcomes:

- Understand the purpose of commissioning within the Public and Third Sector
Examine how the commissioning process works within the Public and Third Sector
Analyse the benefits of outcomes instead of outputs within the Public and Third Sector
- Understand how to develop outcome targets in the commissioning process
Relate outcomes to customers in the commissioning process
Develop outcome targets in the commissioning process

Course 02

Developing Needs Led Assessment to Determine Commissioning in the Public and Third Sector

Learning Outcomes:

- Understand how to develop needs led assessment
Examine the rationale and purpose of needs led assessment
Examine the components of a needs led assessment
Identify the contributors required to inform a needs led assessment
Identify data sets and data sources to inform needs led assessment
Develop an outline to create a needs led assessment

Course 03

Stimulating the Provider Market to Deliver Services in the Public and Third Sector

Learning Outcomes:

- Understand the potential market provision to deliver commissioned services in the Public and Third Sector
Examine the role of the Public, Third and Private Sector
- Understand how to stimulate and engage the market to deliver commissioned Services
Identify strategies required to engage with potential providers
Recommend ways of working with potential providers to help shape the commissioning requirements.

Course 04

Involving Service Users and Other Stakeholders in the Commissioning of Services in the Public and Third Sector

Learning Outcomes:

- Understand the rationale for involving service users and other stakeholders in the development of services
Evaluate the reasons for involving services users when developing services
Identify stakeholders and present the rationale for involving them

- Understand how to achieve meaningful and active involvement of service users and stakeholders in commissioning services

Analyse techniques which involve service users and stakeholders in commissioning services

Assess the impact of stakeholders and service user involvement in the commission of services

Course 05

Using Procurement to Commission Outcomes within the Public and Third Sector

Learning Outcomes:

- Understand the procurement process
Examine National and European legislation
Critically evaluate the procurement requirement at each stage of the commissioning process
- Understand how procurement may be used to achieve outcomes in commissioning
Evaluate the benefits of using procurement to encourage competitive dialogue
Use procurement systems to enhance potential provider's proposals

Course 06

Developing Outcome Based Tenders and Service Specifications in the Public and Third Sector

Learning Outcomes:

- Understand the purpose of the tender document and service specification
Evaluate the use of tender documents and service specifications in the commissioning process
- Understand how to write a tender of service specification that incorporates outcome targets
Examine the elements of a tender or service specification
Incorporate local targets and requirements into standard templates and contracts
- Know how to manage the tender process and award of contract
Identify and plan a time line and risk log for the tendering process
Agree and set assessment criteria
Explain how to evaluate proposals and award contracts
- Understand the legal requirements of developing outcome based tenders and service specifications
Examine the legal requirements which apply to outcome based tenders and service specifications

Course 07

Developing Outcome Based Performance Management within the Public and Third Sector

Learning Outcomes:

- Understand why performance management is important in demonstrating customer outcomes
Evaluate the use of performance management in demonstrating customer outcomes
- Understand how to develop collaborative relationships with service providers
Develop strategies to encourage collaborative and not adversarial relationships with service providers
- Understand how techniques may be used to achieve effective performance management
Examine types of indicators and performance measures used in performance management
Examine reporting methodology and systems used in performance management
Quantify and qualify outcomes for customers using performance data

Course 08

Encouraging Innovation in the Commissioning of Services in the Public and Third Sector

Learning Outcomes:

- Understand how innovation can add value to the commissioning process within the Public and Third Sector
Examine how innovation can impact on service improvements
Critique examples of Public and Third Sector innovation
- Understand the techniques to encourage innovation by providers, service users and stakeholders
Examine techniques to encourage innovation
Identify how to support providers, service users and stakeholders to be innovative

COST

The cost of each course is £275+VAT. Early booking is advised as places are limited.

The cost covers:

- One training day
- Training materials
- Buffet lunch
- Follow up assignment guidance and feedback by course tutor
- Certificate of Level 4 award with the national awarding body, NCFE.

THE CENTRE FOR PUBLIC INNOVATION

The Centre for Public Innovation is a social enterprise working to develop innovation and outcomes in the public and third sector. We are a registered learning centre with the national awarding body, NCFE.

Established in 2000, we are considered one of the most forward thinking social enterprises in the UK. We have accumulated an impressive track-record of getting public and third sector organisations to deliver better results.

For more information on CPI and how we can help you visit www.publicinnovation.org.uk.

WHAT PEOPLE HAVE SAID ABOUT CPI TRAINING COURSES

“The training has changed my outlook without a doubt. I feel very focused and confident in that which I am commissioning. It feels so much more comfortable being utterly specific about the outcome.”

Jan Southern, Public Health Specialist Lead, North Tyneside PCT

“Implementing outcome management has been one of the best things we have done. I would recommend it for any organisation who knows they are doing a fantastic job but just don't know how to prove it.”

Wendy Edge, Director, Brain and Spinal Injury Centre, Salford

“The strength of working with the Centre for Public Innovation has been in the clarity of the outcomes-based model of commissioning paired with support that is tailored and innovative to suit our local circumstances and priorities - this excellent long-term partnership working has delivered real impact on outcomes.”

Nicola Waterworth, Senior Policy Officer, Joint Commissioning Team, Children and Young People's Services

CPD credits

Completing each course successfully is worth a suggested 10 credits towards the 50 annual CPD credits the RCGP recommends all GPs should be collecting for appraisal and in preparation for revalidation. A further 10 credits could be claimed by demonstrating impact. For example, a follow up case study, simple data collection, audit or a reflective piece demonstrating change in your practice could all lead to an extra 10 credits.

TO BOOK

For details of upcoming courses, go to

www.publicinnovation.org.uk

and click on “accredited training” for course dates and locations.

Or you can contact Monica Fenwick at monica.fenwick@publicinnovation.org.uk / 020 7922 7824.

If you want to discuss more about the benefits of the course and/or whether it is suitable for you, please contact Mark Davison at mark.davison@publicinnovation.org.uk / 020 7922 7820.

If you would like to talk to somebody who has attended the training, just ask for the contact details of previous delegates.