



The organisational competency framework

NatPaCT is developing the organisational competency framework as an online self-assessment tool to help PCTs deliver the challenging NHS Plan agenda.

The framework provides guidance on personal and organisational competencies for PCTs and their staff.

It is being developed in consultation with PCT leaders, and is a response to requests for support in developing and demonstrating competencies in key areas.

The framework will evolve as PCTs become familiar with their new roles. It will provide a vehicle for sharing innovation and best practice.

The framework also highlights the many development opportunities available to PCTs nationally, regionally and locally. These are being collated in the [Library](#) section of the website.

Please be aware that we are at an early stage in developing the competency tasks. Over the year ahead, we will be greatly expanding the range of material - including tasks, descriptors, demonstrators, and support resources available in the library.

To use the framework, click on one of the 9 grey tabs above - these are the *competency themes*. You will then see a list of the *competency tasks* for that *competency theme*. Select a task to explore the information attached to it.

Competency themes

- [Organisational maturity](#)
- [Primary care](#)
- [Service provision](#)
- [Securing service delivery](#)
- [Partnership](#)
- [Health improvement](#)
- [Community engagement](#)
- [Clinical quality](#)
- [Workforce](#)

Partnership

- Joint development
- Joint planning arrangements incl.JIP
- Joint working
- Added value of voluntary sector
- Integrated service provision
- Active partnership with local authority
- Exploiting external funding opportunities
- Best Value reviews
- Health Act flexibilities
- Private sector partnership
- Education
- Sports and leisure
- Pharmaceutical industry

This version of the framework is dated: 15 April 2002

Descriptors: Joint development

Competency theme: Partnership

- The PCT will bring a patient and user focus to the re-engineering of services.
- The PCT will seek out opportunities for commonly shared services to be maintained or developed.

Demonstrators

This version of the framework is dated: 15 April 2002

For the latest version, visit the NatPaCT website at <http://www.natpact.nhs.uk/>

Demonstrators: Joint development

Competency theme: Partnership

The PCT will bring a patient and user focus to the re-engineering of services.

The PCT can demonstrate how appropriate services show use of Health Act flexibilities and well-being powers to maximize the impact of services for health improvement.

The PCT will seek out opportunities for commonly shared services to be maintained or developed.

Evidence of Shared Services can be demonstrated.

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Descriptors: Joint planning arrangements incl.JIP

Competency theme: Partnership

- The PCT has an effective mechanism for jointly establishing PSA targets with other providers that tackle the needs of the communities and localities it serves.
- The PCT seeks to pool budgets for appropriate services to underpin integrated service delivery.

[Demonstrators](#)

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Demonstrators: Joint planning arrangements incl.JIP

Competency theme: Partnership

The PCT has an effective mechanism for jointly establishing PSA targets with other providers that tackle the needs of the communities and localities it serves.

The PCT can demonstrate effective relationships with a range of other agencies and service providers.

The PCT seeks to pool budgets for appropriate services to underpin integrated service delivery.

Evidence of spot testing and regular audits of pathways of care. The role of service users and patients is maximised.

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Descriptors: Joint working

Competency theme: Partnership

- The PCT has an established framework to develop integrated care pathways on a multi-agency basis.
- Where appropriate, the PCT has developed shared teams and services to meet joint objectives; For example - Service promotions and communications; Human Resources

Demonstrators

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Demonstrators: Joint working

Competency theme: Partnership

The PCT has an established framework to develop integrated care pathways on a multi-agency basis.

Integrated care pathways established in priority areas with identifiable improvement in service quality and efficiency.

Where appropriate, the PCT has developed shared teams and services to meet joint objectives; For example - Service promotions and communications; Human Resources

Evidence of Shared Service developments with collegiate PCT partners, other NHS Trusts and / or other local agencies.

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Descriptors: Added value of voluntary sector

Competency theme: Partnership

- The Voluntary Sector is closely involved in partnership with the PCT in planning, implementing and reviewing its activities.
- The Voluntary Sector is meaningfully supported in its roles by the PCT and where appropriate services are commissioned.
- The PCT will support the development and capacity of the voluntary sector to meet shared objectives.

[Demonstrators](#)

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Demonstrators: Added value of voluntary sector

Competency theme: Partnership

The Voluntary Sector is closely involved in partnership with the PCT in planning, implementing and reviewing its activities.

Demonstrated by Voluntary Sector inclusion in PCT meetings, minutes and decision-making.

The Voluntary Sector is meaningfully supported in its roles by the PCT and where appropriate services are commissioned.

The PCT can evidence support for the development of services provided by the Voluntary Sector to complement, enhance and deliver a range of services.

The PCT will support the development and capacity of the voluntary sector to meet shared objectives.

The PCT can demonstrate support for the development of local capacity in the Voluntary Sector for engagement, community development, neighbourhood renewal, service planning etc.

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Descriptors: Integrated service provision

Competency theme: Partnership

- Action plans for NSFs developed on a multi-agency basis
- PCT plans and services will reflect a concern to be focussed on the service user or patient.
- The PCT will actively seek and support the participation of expert patients in reviewing, planning and re-engineering services

[Demonstrators](#)

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Demonstrators: Integrated service provision

Competency theme: Partnership

Action plans for NSFs developed on a multi-agency basis

PCT can evidence achievements against all targets.

PCT plans and services will reflect a concern to be focussed on the service user or patient.

The PCT can evidence audit of patient experience(s) on a regular basis and be reflected in PCT Annual Reports.

Multi-agency front-line staff involved in service development review and planning.

Service users and carers involved in service re-design

The PCT will actively seek and support the participation of expert patients in reviewing, planning and re-engineering services

Evidenced in plans, minutes and service specifications.

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Descriptors: Active partnership with local authority

Competency theme: Partnership

- Involvement in LSPs
- Joint agreed structures for delivering LMR two / NHS Plan and Modernisation agenda

Demonstrators

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Demonstrators: Active partnership with local authority

Competency theme: Partnership

Involvement in LSPs

Membership and active participation

Assessment of impact of LSPs on Commissioning

Joint agreed structures for delivering LMR two / NHS Plan and Modernisation agenda

Leadership Group in place with CE/Directors NHS / LA and Voluntary Sector to lead strategic direction of services

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Descriptors: Exploiting external funding opportunities

Competency theme: Partnership

- Identifying funding streams
- Agreeing Joint bids
- Links to Himp objectives

Demonstrators

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Demonstrators: Exploiting external funding opportunities

Competency theme: Partnership

Identifying funding streams

Successful funding applications and new services established

Agreeing Joint bids

Bids completed and signed off by all parties

Links to HImP objectives

Assessment of bids against HImP targets

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Descriptors: Best Value reviews

Competency theme: Partnership

- Understanding best value principles
- Consider best value as part of joint working
- Joint review with Local Authorities

Demonstrators

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Demonstrators: Best Value reviews

Competency theme: Partnership

Understanding best value principles

Discussions at Board level

Consider best value as part of joint working

Agreed review process for key service areas

Joint review with Local Authorities

Carrying out reviews under best value principles

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Descriptors: Health Act flexibilities

Competency theme: Partnership

- Understand benefits of Health Act Flexibilities
- Active discussion of use of Health Act flexibilities with partners

Demonstrators

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Demonstrators: Health Act flexibilities

Competency theme: Partnership

Partnerships to utilise expertise and capacity

Contracts

Development Strategy in private sector to meet PCT goals

Rules of engagement, agreed common goals

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Descriptors: Private sector partnership

Competency theme: Partnership

- Partnerships to utilise expertise and capacity

Demonstrators

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Demonstrators: Private sector partnership

Competency theme: Partnership

Partnerships to utilise expertise and capacity

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Descriptors: Education

Competency theme: Partnership

- Meeting current and planning jointly for future workforce needs with education sector

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Demonstrators: Education

Competency theme: Partnership

Meeting current and planning jointly for future workforce needs with education sector

Education contracts and curriculum approved

Links to workforce planning

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Descriptors: Sports and leisure

Competency theme: Partnership

- Effective Communication of health messages

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Demonstrators: Sports and leisure

Competency theme: Partnership

Effective Communication of health messages

Delivery agreements with local sports and Leisure clubs

Use of resources and facilities outside NHS

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Descriptors: Pharmaceutical industry

Competency theme: Partnership

- Developed Managed approach towards products and developments

Demonstrators

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Demonstrators: Pharmaceutical industry

Competency theme: **Partnership**

Developed Managed approach towards products and developments

Rules of engagement, agreed with common goals

Specific projects agreed and implemented in partnership

Shared protocol development

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