



Balancing Quality and Quantity

Andrea Biggs, Chief Executive

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Mission statement

“Through delivering excellent services, leading by example and influencing policy decisions, Balance will break down the barriers that prevent vulnerable people achieving their life goals”

What we do

- provide employment and support services to a range of disabled client groups.
- Current projects:
 - Employment Support for adults with mental health difficulties
 - Employment support for adults with a learning disability
 - Practical support for adults with Asperger syndrome to foster independence

Overview of ESF Project

- 3 year outcome based contract worth £684,000
- Primary aim: to enable people to either become job ready or equip them with the skills to retain their existing employment or to job find.
- We support people in Kingston borough who:
 - have been recently signed off work due to mental health problems to ensure they retain employment or
 - have mental health problems and need help to prepare for, seek and maintain employment.

The quantity...



Output/result	Profiled	Actual
Enrolled	143	142
Received 6+ hours of support	120	133
Undertaking volunteering placement	7	9
Participants undertaking a work placement	16	8
Into further job search and training	20	18
In employment within 13 weeks of leaving the project	40	51
In sustained employment for 26 weeks (6M)	8	24

The quality...



“I would say I met the right people at the right time and the support I have received was fantastic. Thank you very much for supporting me with the right advice and listening to me and being there”

“This project has given me the courage to speak out about my mental health problems to my employer. I now feel a good member of my working team and I feel valued as a member of society”

Balancing the two...

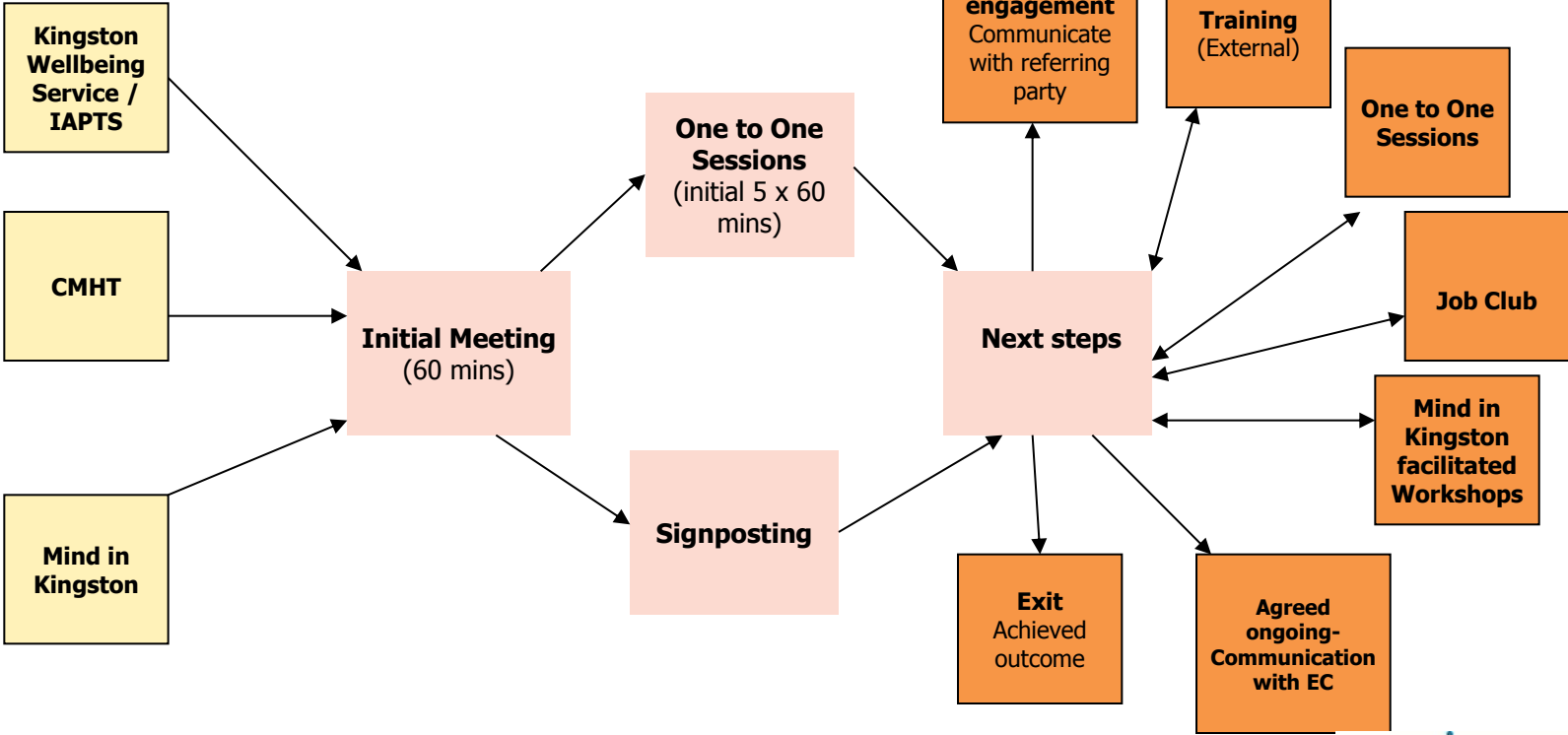


Balance runs one of the two most successful projects in London funded by ESF. The Greater London Authority rating system awards a star rating based on three key areas: **delivery performance, quality, and contract compliance.**

How have we achieved this success?

Menu of Support

Referrers



Team culture

- 6 Employment Consultants (4 WTE)
- Collective targets
- Peer support
- Weekly briefings
- Emphasis on contact time rather than caseloads
- Transparency

Management model

- Project Manager
 - monitors performance against targets
 - manages waiting list
 - coordinates claims
 - liaises with ESF contract manager
- Clinical supervisor
 - facilitates monthly case study meetings
 - ensures support is employment focused and empowering for clients
 - supports throughput of cases

Client Journey; N



Discussion

- What is your organisation's experience of outcome based contracts?
- What are the fears?
- What works/what doesn't?

Maintaining the balance

- Contract performance is key to our sustainability as a social business
- We face challenges as funding moves towards Personal Budgets
- We aim to work in creative and innovative ways in order to meet contract requirements e.g virtual working





RBK Asperger Syndrome Awareness Training

Katie Vivian & Andrea Biggs
Kingston Asperger Syndrome Service

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Thank you

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