Starting Again

Setting up a Supported Employment Service from Scratch

Presented by Gateshead Access to Employment Service (GATES)
Presentation Contents

- Who we were and who we are now
- Getting started
- How we do it
- How we pay for it
- Where we are going
- Questions
GATES
Gateshead Access to Employment Service

GATES Film
The development of Supported Employment in Gateshead......
DIRECT
Supported Employment Service

DIRECT is a supported Employment Service offering a complete range of recruitment and training packages backed by highly skilled staff who specialise in assisting people with learning disabilities.

Direct’s Approach to Recruitment
Direct will arrange an initial meeting to present to you the information about our services and discuss any prospective employment opportunities with your company.

Once a job is identified our trainer will assess the skills required to do the work.

They will then liaise with one of our job coaches based on our detailed knowledge of their abilities, interests and experience.

After discussion with yourselves and relevant personnel the trainer devises an individualised training package for your new employee.

The new employee will work with the full support of a personal trainer either on site or in an advisory capacity and be responsible for training the new employee to the standard you require.

What can Direct offer you as an employer?

Direct can offer you:

Selecting of staff to fill your vacancies.

Assistance in implementing your equal opportunities policy.

An individually tailored training package for your new employee.

The option of on the job training to be provided by Directly supervised and skilled trainer.

On going support once the training is completed.

All services provided free of charge.

Direct are able to offer training for as long as required.

Once a new employee is trained Direct will maintain an agreed level of contact with yourselves.

Direct can also offer additional training if necessary at any point in the future.

Have you got a vacancy you need to fill?

Our job coaches are invoiced on a wide range of different jobs.

There are no hard and fast rules about suitable jobs we are also happy to discuss your requirements and the service we can offer.

Even if you do not have a vacancy at the moment we are happy to discuss employment options.

Should you have any questions or wish to receive a form please contact us on

Gateshead Council
DIRECTIONS

Pointing The Way To a Brighter Future
The Brief.....

- Find paid employment for disabled people in Gateshead who meet FACs criteria
- Offer opportunities in Volunteering and Work Experience to disabled people in Gateshead who meet FACs criteria
- Reduce costs to Gateshead Council
The Picture.....

- Economic Picture
- ASCOF 1e at 3.2 %
- Maintenance case load.
- New staff recruited who did not have a supported employment background.
Writing the Rule Book

- Quality Procedures
- Paperwork
- Branding
- Staff Training
- The EUSE Toolkit
- National Occupational Standards
- NDTi SEQA Supported Employment Quality Assurance
## Planning

<table>
<thead>
<tr>
<th>Quality Standard</th>
<th>Indicators</th>
<th>Named Target Date</th>
<th>Lead</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Leadership and Management set a clear direction that leads to the delivery of a high quality service.</td>
<td>Has a written Mission Statement that commits them to integrated employment, community inclusion and zero exclusion.</td>
<td>Sep-13</td>
<td>Keith Hogan</td>
<td>Written Mission Statement</td>
</tr>
<tr>
<td></td>
<td>Has policies and procedures to ensure equality of opportunity, healthy and safe environments and the protection of the rights of all.</td>
<td>Nov-13</td>
<td>Holly Kelleher</td>
<td>GATES Policy and Procedure Manual</td>
</tr>
<tr>
<td></td>
<td>Implements a strategic plan with short, medium and long term goals and objectives for service development.</td>
<td>Sep-13</td>
<td>Keith Hogan</td>
<td>GATES Specific Strategic Plan</td>
</tr>
<tr>
<td></td>
<td>Employs a system of continuous evaluation and improvement of performance in all aspects of service.</td>
<td>Jan-14</td>
<td>Holly Kelleher</td>
<td>Evaluation Methods/criteria embedded into Policy Manual</td>
</tr>
<tr>
<td></td>
<td>Collects and analyses data on consumer outcomes, staff productivity, stakeholder satisfaction, cost efficiency and other process and outcome variables.</td>
<td>Sep-13</td>
<td>Holly Kelleher</td>
<td>Monthly MDT meetings</td>
</tr>
<tr>
<td></td>
<td>Promotes and resources a learning culture in which creativity, innovation and risk taking is supported and where staff and individuals feel empowered.</td>
<td>Completed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Has systems in place to source, allocate, monitor</td>
<td></td>
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Delivery
The Supported Employment Model in Practice – The ‘GATES’ Way

Step 1.
The applicant is allocated to an Employment Support Worker
The Supported Employment Model in Practice – The ‘GATES’ Way

Step 2.
Together the client and Employment Support Worker build a vocational Profile.
The Supported Employment Model in Practice – The ‘GATES’ Way

Step 3.
GATES source employment for the client by engaging employers and promoting Job Carving.
Step 4.
The Employment Support Worker finds a suitable placement and learns the Job their client will be doing.
The Supported Employment Model in Practice – The ‘GATES’ Way

Step 5. Job Match

Matching the profiles to the placements
The Supported Employment Model in Practice – The ‘GATES’ Way

Step 6. TSI Training in Systematic Instruction

<table>
<thead>
<tr>
<th>Task</th>
<th>01/07/14</th>
<th>08/07/14</th>
<th>15/07/14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use pink cloth and blue spray to clean mirrors</td>
<td>P</td>
<td>G</td>
<td>V</td>
</tr>
<tr>
<td>Use Blue cloth and blue spray to clean toilet</td>
<td>G</td>
<td>G</td>
<td>I</td>
</tr>
<tr>
<td>Empty bins on 1st floor</td>
<td>G</td>
<td>V</td>
<td>I</td>
</tr>
</tbody>
</table>

**KEY**
P- Physical  
V- verbal  
G- gesture  
I- Independent
The Supported Employment Model in Practice – The ‘GATES’ Way


- Any adjustments required
- Visit Frequency
- Review Dates
- Any other support required
Sources of Funding

- Access to Work
- Adult Social Care (ASC) budget
- Special Educational Needs budget
ASC Package Savings

Case study
D has a diagnosis of Asperger’s Syndrome and Dyslexia and had a package of care provided through an external, out of borough, provider, which included sleep-ins due to anxiety and one to one support during the day to access social opportunities.

D now works 2 days per week on a fourteen hour contract; his package of care has reduced from £75,000 to £26,000 a saving of £49,000 per annum.

D now goes to bed at night and gets up in the morning as he has a reason to keep a ‘normal’ pattern, has developed coping strategies for his anxiety and the dignity which comes from having your own money.
ASC Package Savings

1. Was this a referral to;  Gain employment ☑  Maintain employment □

Summary of support given by GATES:
Peter found 15 hours of work per week at full-time claim over 5 days.

2. Has the person’s package of care changed since the referral to GATES or in this financial year;  Yes ☑ (complete below)  No □

<table>
<thead>
<tr>
<th>Previous Annual Care package</th>
<th>£15,195.16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Care package</td>
<td>£3876.72</td>
</tr>
<tr>
<td>Difference (+/-)</td>
<td>-£11,318.44</td>
</tr>
</tbody>
</table>
ASC Cost Prevention

2. Has the person's package of care changed since the referral to GATES or in this financial year; Yes ☐ (complete below) No ☑

<table>
<thead>
<tr>
<th>Previous Annual Care Package</th>
<th>nil</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Care package</td>
<td>£5096.00</td>
</tr>
<tr>
<td>Difference (+/-)</td>
<td>+£5096.00</td>
</tr>
</tbody>
</table>

3. Has the service provided by GATES prevented the need for additional or alternative services;
   Yes ☑ (complete below) No ☐

<table>
<thead>
<tr>
<th>What services would you have recommended</th>
<th>Cost per annum</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 days in Day Service provision</td>
<td>£9672.00</td>
</tr>
<tr>
<td>Respite of 35 nights</td>
<td>£2700.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£12,372.00</strong></td>
</tr>
</tbody>
</table>

4. If a saving has been made is this
   Prevention ☑ Reduction ☐
   **Total Saving** £12,372.00
Question 1?

- You receive an email from the Service Director of Children’s commissioning telling you he has been awarded £28,000.00 to developed Supported Internships, however your area already has 2 Supported Internships programmes running. What could you spend this on?
SEN Commissioning

- Supported Internships
- Travel Training
- Mental Health Engagement Officer
Lessons Learnt in Year 1

- Stick to the model – it works!
- Keep referrals and job coaches fluid
- Raise your profile
- Read, research and ask
- Report everything
- Find out who your key players are
- Work placements and Volunteering are not paid work
What worked....
What we have achieved....

- 66% of our referrals into paid, permanent employment or self employment (27 jobs)
- Cost savings in excess of £200,000.00 in reduced or prevented Care packages
- ASCOF 1e at 7.7% for 14/15
- Commendations from Equality North East and ERSA
....and everyone knows who we are!!
Where next

- Consolidate our offer
- Exploration of personal budgets/moving out of borough
- Mental Health development
- Consultancy
Any Questions