Assuring quality in supported employment services

Kathy Melling and David Stenning
A self-assessment toolkit
Based on EFQM model and quality standards from BASE, Flanders and EUSE
Contains user guidance

Audit against self-assessment

Growth & development plan
How is it being used?

- Proof of Concept pilots – fidelity audits with an abridged version
- Supporting members who are using the abridged version
- And now offering kitemark to demonstrate quality to employers, customers and commissioners
  - Excellent – above 90%
  - Good - 75 – 89%
  - Accredited – 55 – 74%
Self-assessment toolkit

Short version has two sections:
- Products, services and processes – the 5-stage supported employment model is designed, managed and translated into products, services and processes
- Business results – the organisation achieves and sustains excellent results and can describe the results concerning core KPIs and financial results

Six standards which contain 5 stages that demonstrate increasing quality, and data on job outcomes, sustained outcomes, and employer and jobseeker satisfaction ratings

Scores can only be achieved if previous stages are fully met, each standard is scored and leads to a growth and development plan for continuous improvement
12 Key points for achieving quality

- Adherence to the values of supported employment
- Use of the 5-stage model
- Strategic partnerships and business planning
- Clear performance targets and measures
- Individualised approaches to jobseekers and employers
- Accessible materials and co-production
- Small caseloads to allow intensive support
- Efficient use of resources and knowledge
- Sustained and ambitious outcomes
- Innovation, monitoring and evaluation
- Feedback from staff and stakeholders
- An inclusive workplace culture

All requires an evidence trail
What does good employment support look like?

Overarching guiding principle:

Fundamental to supported employment is that everyone who wants to work, can work with the right job and the right support. Work readiness is not a helpful concept!!!!

HOW DO WE KNOW WE ARE DOING THIS AS BEST AS WE CAN??
Evidence

Data
- Hard and soft outputs
- Distance travelled
- Analysis of trends
- Comparison across time and target groups

Quality Assurance
- Audit of compliance with systems
- Written procedures
- Random sampling
Evidence

Observation
• Regular observed practice
• Supervision and appraisal
• Training needs analysis

Feedback
• Focus groups
• Surveys and questionnaires
• Complaints and suggestions
Quality management

- Monthly Quality Improvement meetings
- Monthly analysis of evidence
- Amended action plan
- Self assessment document
- Databank

Data
Quality Assurance
Observation
Feedback
Our Quality Management

Key points

- Monthly 1:1 staff meetings
- Staff observations
- Employer and Client feedback
- Data input audits
- Continuous review of procedures and paperwork.
How we use the SEQF toolkit to help with continuous improvement

Strategic uses:

- To inform policies and procedures
- Update our values and mission statement
- Bench marking
- Selling the quality of the service to commissioners, employers and other stakeholders.
How we use the SEQF toolkit to help with continuous improvement

Then the hard part!

Operational uses:

- Cascading procedures and values to the team
- Setting Annual appraisal targets
- Sharing good practice
- Team “buy in”
- Team training sessions.
Why??

• It’s the right thing to do!
• Informs and embeds best practice
• Independent and transparent
• Improved efficiencies
• Demonstrates quality to employers, commissioners and customers
• Recognised by DWP
• Provides a benchmark for your service
• Staff development
• Maintaining a focus on being person-centred