Assuring quality in supported employment services

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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

Supported Employment Quality		Supported Employment Quality		Supported Employment Quality
•SEQF Self-assessment Tool	→	•Audit	→	•SEQF Growth and Development plan

- 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%

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
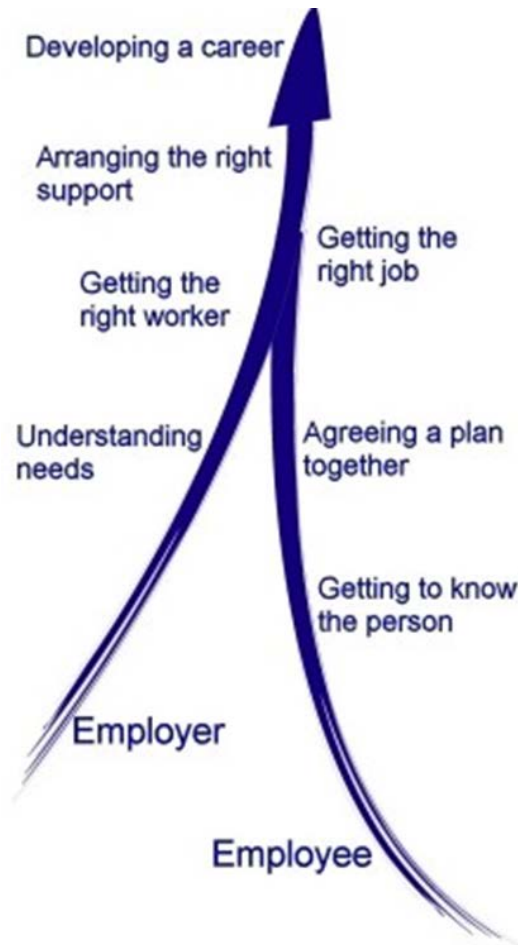
12 Key points for achieving quality

- 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

Developing a career

Arranging the right support

Getting the right worker

Getting the right job

Understanding needs

Agreeing a plan together

Getting to know the person

Employer

Employee

Overarching guiding principle:

Fundamental to supported employment is that <u>everyone</u> 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??

Data

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

Quality Assurance

- Audit of compliance with systems
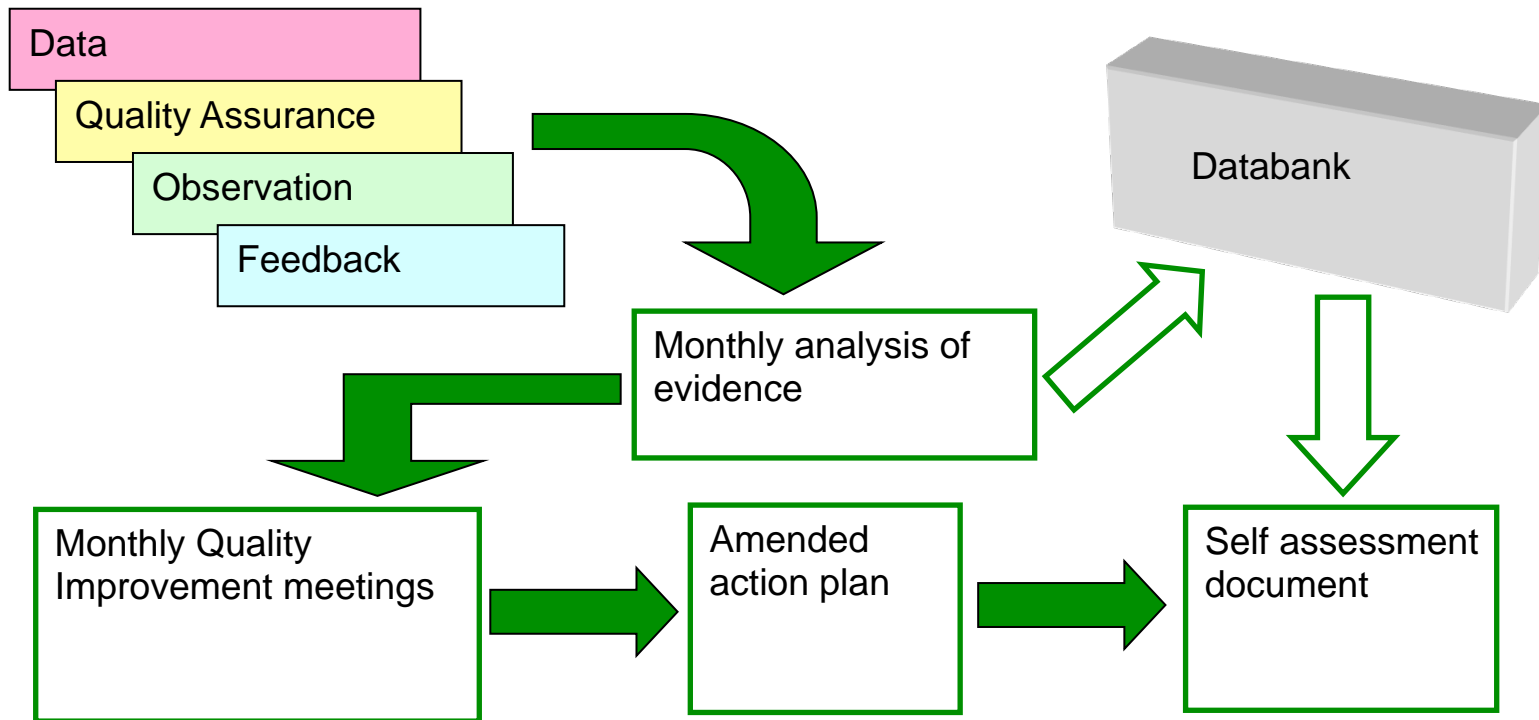- Written procedures
- Random sampling

Observation

- Regular observed practice
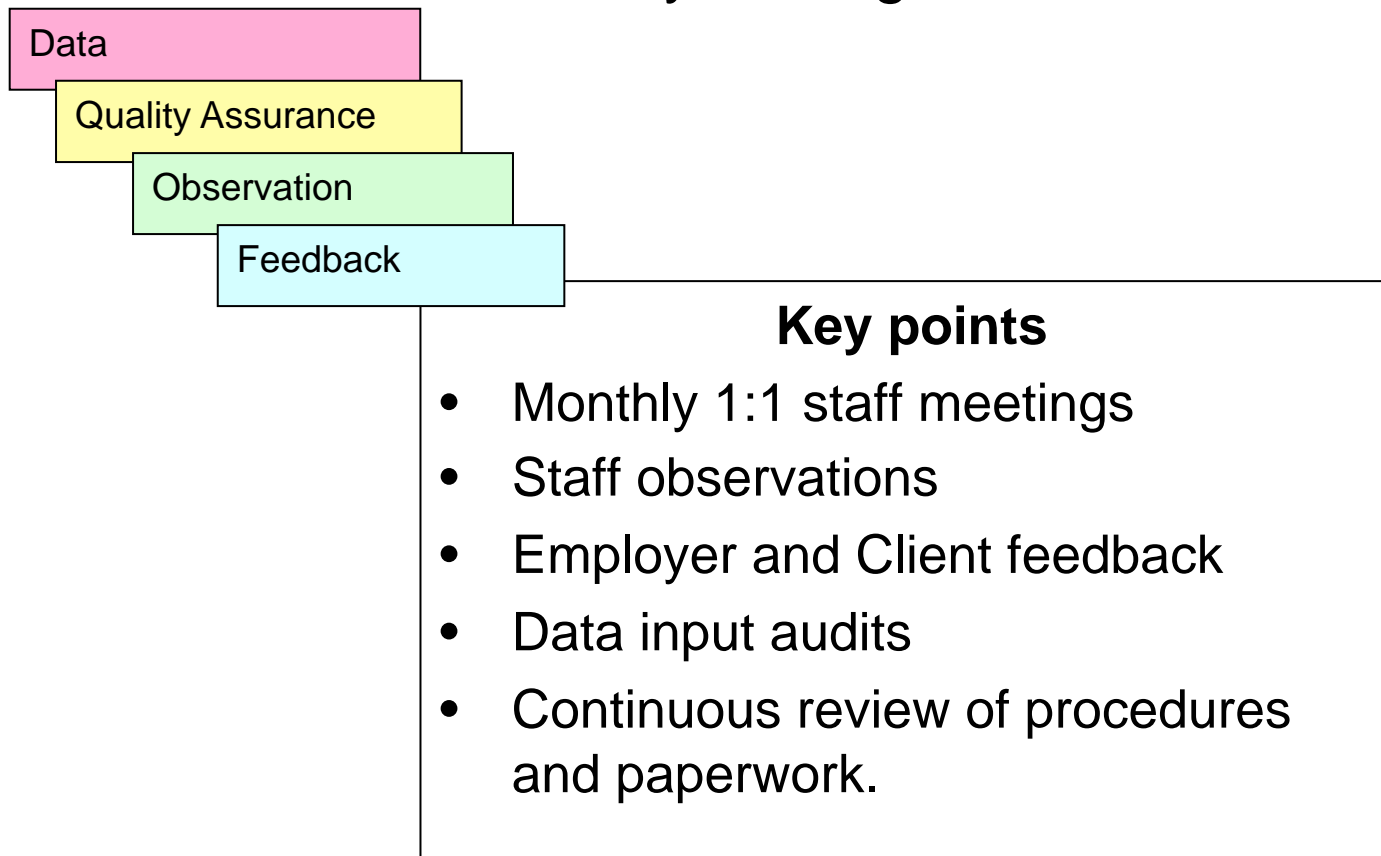- Supervision and appraisal
- Training needs analysis

Feedback

- Focus groups
- Surveys and questionnaires
- Complaints and suggestions

Data

Quality Assurance

Observation

Feedback

Databank

Monthly analysis of evidence

Monthly Quality Improvement meetings

Amended action plan

Self assessment document

Our Quality Management

Data

Quality Assurance

Observation

Feedback

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.

- 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