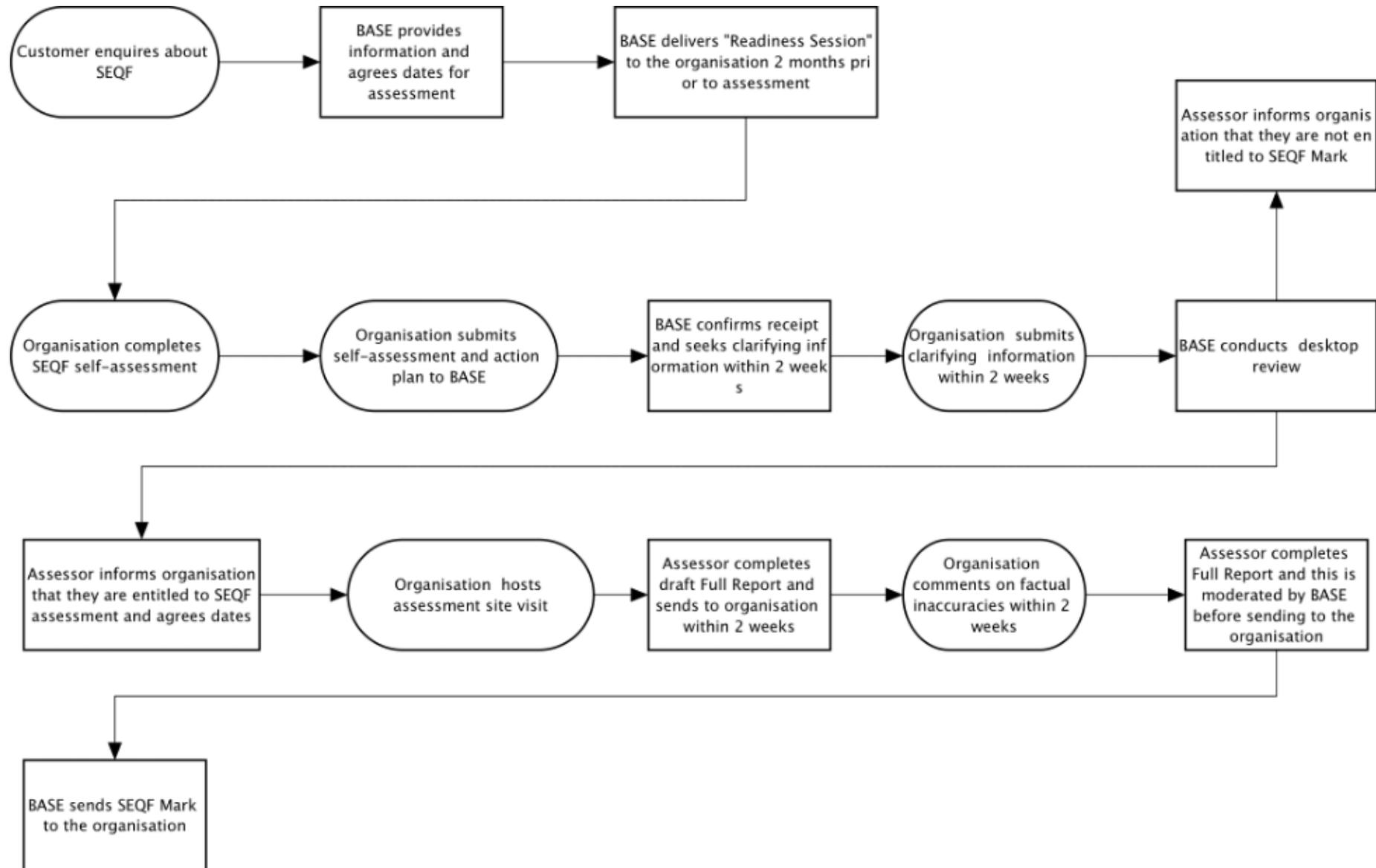


Supported Employment Quality Framework

Self Assessment Toolkit and Audit
Preparation workshop



Agenda



Agenda



12
months

Organisation sends updated self-assessment and action plan to BASE

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24
months

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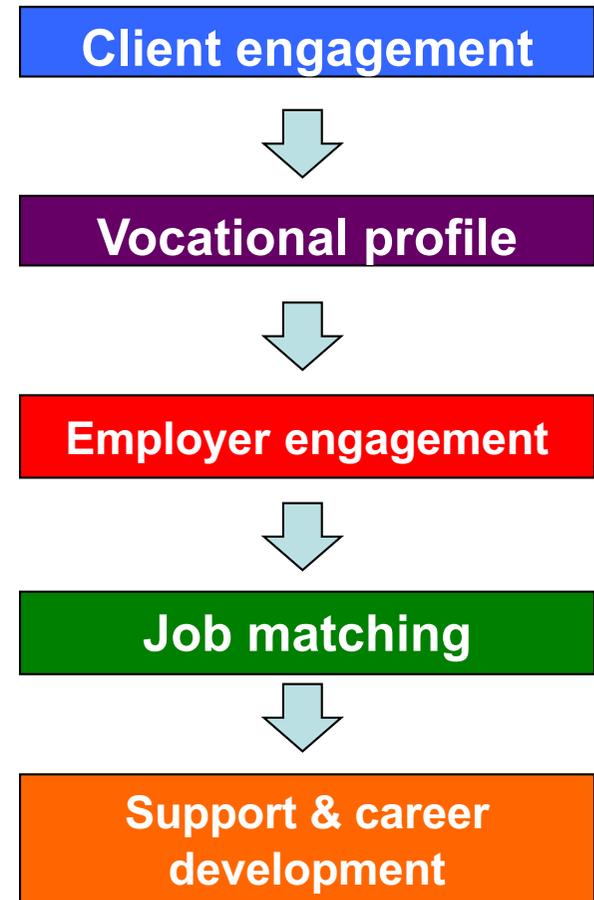
Quality assurance



What is quality?

Why do we need it?

How can we show it?



Why do we need to assure quality?



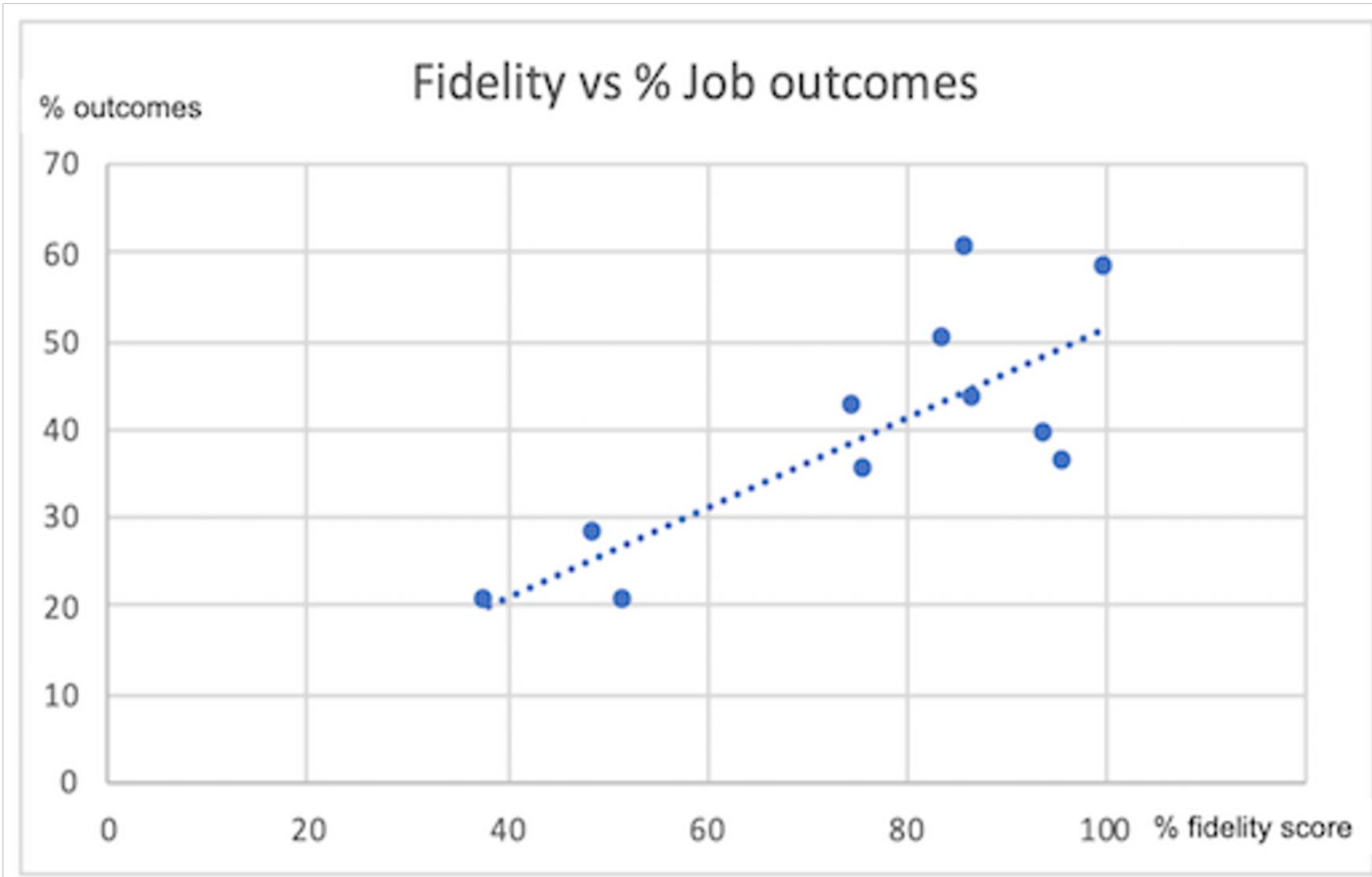
To know how effective we are
– Assumptions or evidence?

To develop and sustain an effective service through strategic business planning

To demonstrate high standards to customers, funders, and staff



Quality leads to better outcomes



SEQF process



- A self-assessment toolkit
Contains user guidance
- Independent audit against the service self-assessment
- Quality improvement plan



This is all about establishing a robust quality assurance process to inform continual improvement

Self assessment toolkit



Each standard contains 5 stages that demonstrate increasing quality which include products and processes which relate to the 5 stages of supported employment, business results

Scores can only be achieved if previous stages are fully met

Each standard is scored

Key performance indicators are included and scored from data collection



The standards



1.3 The products and services within the 5 stages of supported employment are managed – engaging employers				
1	2	3	4	5
<p>The organisation contacts employers across a range of sectors to seek employment opportunities.</p> <p>The organisation records details of employer contacts.</p> <p>The service provides impartial and objective information, advice and guidance to employers.</p> <p>The organisation addresses any concerns or discrimination from employers.</p>	<p>The organisation has a clear understanding of the local labour market.</p> <p>Staff understand that employers are key customers of the service with their own business needs.</p> <p>The organisation has dedicated time and resources for employer engagement.</p>	<p>The organisation systematically collects and analyses data on employers and the local labour market. The analysis informs the employer engagement process.</p> <p>Staff can articulate the business case for employers to engage with supported employment.</p>	<p>Employers are supported to develop inclusive recruitment and retention practices.</p> <p>Employers are supported to identify and create vacancies through job design and job carving techniques.</p> <p>The employer engagement process is regularly reviewed and updated.</p> <p>Employers understand the added value and how supported employment can meet their business needs.</p>	<p>There is evidence that employers are using the organisation as a key tool for recruitment.</p> <p>Employers act as ambassadors or champions for the service.</p>

How does the organisation:

- use local, regional and national sources of information to identify employers?
- decide which employers and sectors to target for engagement activity?
- record employer contacts? How are staff time and resources allocated to employer engagement?
- engage employers to promote the business case for getting involved in supported employment?
- support employers with inclusive recruitment and retention practices to identify job roles?
- address any issues of concern and discrimination from employers?
- identify employer needs and support staff to recognise that employers are service customers?

How successful is the organisation in developing long-term relationships with employers?

How are the employer engagement policies and processes reviewed and updated?

Review of the standards



Review of the standards



1.2 The products and services within the 5 stages of supported employment are managed – vocational profiling and action planning

1	2	3	4	5
<p>The organisation uses basic vocational profiling and action planning techniques.</p> <p>The organisation acknowledges and acts on the cultural factors associated with its jobseekers.</p> <p>The organisation identifies and agrees clear learning objectives for any work experience and pre-- employment activity.</p>	<p>Person--centred approaches are used to collect relevant information about the jobseeker's experience, skills, abilities, interests, wishes and needs, and this information is collated into vocational profiles.</p> <p>Action plans are used to support the jobseeker through the supported employment process.</p> <p>Action plans include overcoming any barriers or discrimination, and these are regularly monitored, reviewed and up--dated with relevant parties.</p>	<p>Goals in action plans are specific, measurable, achievable, relevant and time--bound.</p> <p>The organisation can provide or arrange Better Off Financial Calculations for all jobseekers to inform their decisions on employment.</p> <p>Jobseekers are supported to exercise choice and control, using advocates where appropriate to make informed choices about work.</p> <p>The organisation ensures that self--employment options are considered.</p> <p>Rapid progress is made towards employment, and the frequency and intensity of support is agreed with jobseekers.</p>	<p>Vocational profiles and action plans can be made available in a range of accessible formats.</p> <p>Vocational profiles and action plans are co--produced with the jobseeker and their circle of support.</p> <p>The vocational profile and action plan processes are regularly reviewed and updated.</p>	<p>The organisation recognises that vocational profiling is an ongoing process, and vocational profiles are routinely up--dated.</p> <p>Holistic, accessible and co--produced vocational profiles are used to inform both job--seeking and job matching activity.</p>

Do you have policies and procedures?

Do they cover all aspects of the 5 stages?

Are these written and accessible to staff?

How do you ensure your staff are following them?

How do you review your policies and procedures?



Key performance indicators



- A. Percentage of people commencing a vocational profile that achieve a paid outcome (10% = 1, 30% = 2, 40% = 4 and 50% or more = 5)
- B. Average time from service start (initial meeting) to job start (52 weeks = 1, 39 weeks = 2, 26 weeks = 3, 16 weeks = 4, 10 weeks = 5)
- C. Employer average satisfaction ratings – scale of 1 -5
- D. Jobseeker/employee average satisfaction ratings – scale of 1-5
- E. Percentage of people starting work who sustain paid work for 6 months (50% = 1, 60% = 2, 70% = 3, 80% = 4, 90% = 5)

There is other KPIs which are helpful but not scored:

- Percentage of job roles with a job analysis
- Average hours worked and pay
- Average period of sustained outcomes
- Range of occupational areas
- Average hours pre and post job start

Data collection

Decisions should be based on data, not supposition

Needs a system to collect data – what do you currently use?

Data out is only as good as the data going in – monitor compliance

What do you currently collect?

What do you need to collect? Why?

You will have a spreadsheet to populate with data

Consent issues





What should we ask customers?

How often should we consult?

What formats work?

What do we do with the results?

- Make it easy
- Make it measurable
- Keep it clear and concise
- Acknowledge / reward participation
- Give people the results
- Follow up with analysis / actions



Kent
Supported
Employment

BASE will allocate an audit team of two people for each SEQF audit

We will request the provider's completed self-assessment report and the following data will be required:

- A full list of current clients on a pre-prepared data spreadsheet. This will capture demographics, timeline, current status, and job details
- KPI data showing calculation methods
- An overview of supporting evidence to justify scoring on each standard.

We will acknowledge receipt of this data and request any missing information by an agreed date.

Timescales will be agreed for the audit process.

The audit



The audit team will select a client sample of 10 – 15 clients. The provider will be asked to provide detailed case notes and documentation associated with the selected clients. Case notes can be redacted to remove identifying information if required as all selected clients will be allocated your unique reference number.

The Provider will be asked to arrange a schedule of interviews with stakeholders: management, staff, clients and employers.

The BASE audit team will carry out the following activities:

- Interviews with the selected stakeholders. These may be group discussions or 1:1 conversations
- Analysis of client files & documentation
- Data analysis

Formative approach



The judgement



The audit team will draft a written report within 10 working days after the audit which will provide background information about the provider. It will summarise the findings of the audit, provide detailed findings against each of the standards and recommendations for future actions.

The audit team will supply the provider with a copy of the draft report. The provider will have 10 working days to challenge any factual inaccuracies and request amendment.

A final report will be sent to the provider.

BASE will request that the provider submits an action plan based around the report's recommendations.

BASE will maintain a record of all audits at its main office and will issue a kitemark if appropriate. This will be accompanied by a document outlining the conditions of using the kitemark.



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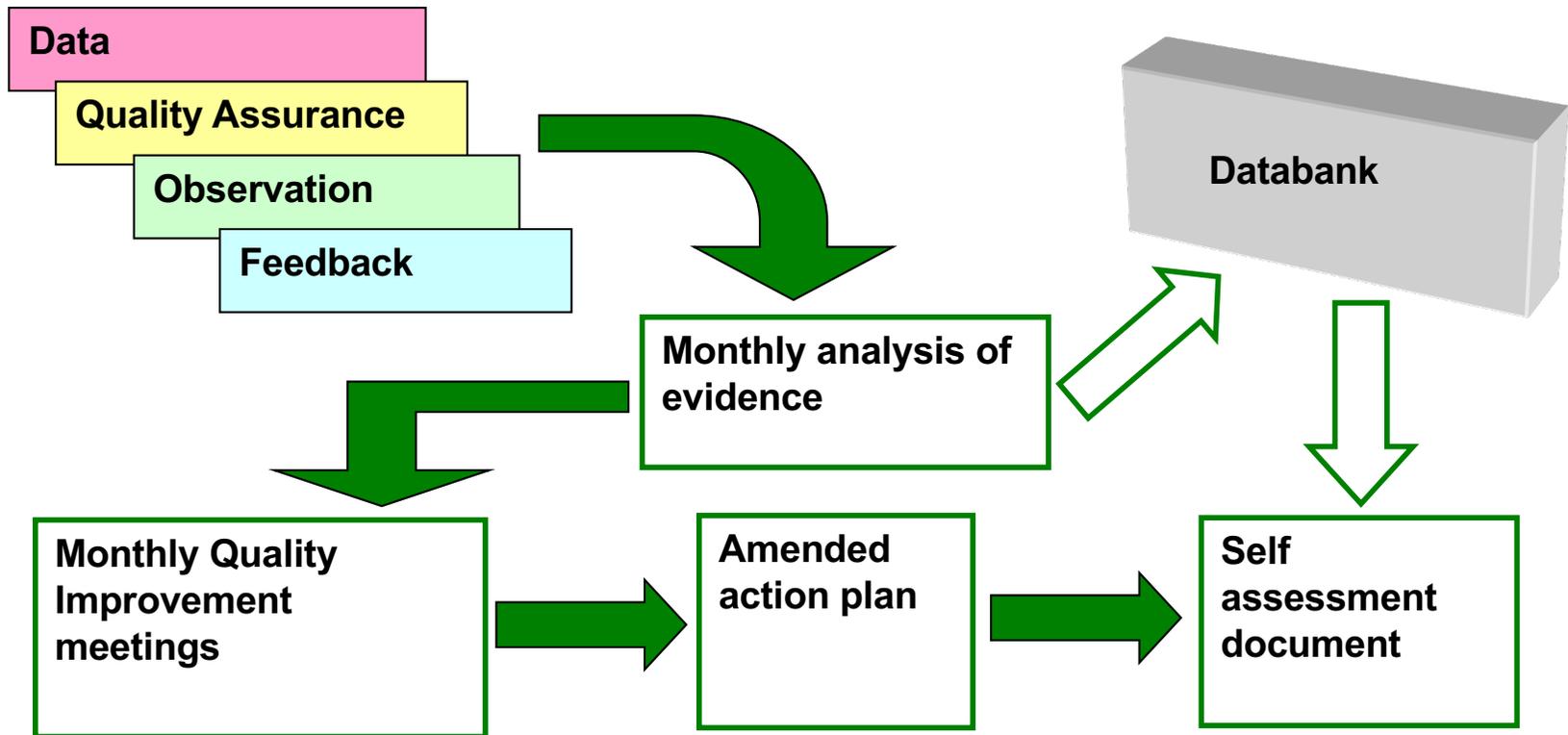
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Quality Management



How do we bring this all together?

Schedule everything!

Monthly analysis meetings

Investigate unexpected results

Document evidence and decisions

Bank the evidence for your SAR

Decide on actions and targets

Communicate your plans



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

Q & A

Interest in service audits

Support:

Huw Davies

T. 07946 537286

E. huw.davies@base-uk.org