SEQF: Improving quality within supported employment

Kathy Melling with support from EADS and KSE
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 WITHIN OUR FUNDING LIMITATIONS??
SEQF contents

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
Self-assessment toolkit

Covers 9 themes

Enablers:
Leadership  Strategy
Human resources  Partnership & resources
Products, services & processes

Results:
Customer results  People results
Society results  Business results
Self-assessment toolkit

Each standard contains 5 phases (stages) that demonstrate increasing quality.

Scores can only be achieved if previous stages are fully met.

Each standard is scored.

KPIs included within results areas.

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
How has it been used?

- Proof of Concept pilots – fidelity audits
- Developing the full tool as an alternative self-assessment for services to meet the needs of all customers
- Supporting members who are using sections of the tool
• Is this something that is valued and what it is it worth?

• Who values it now and who should we ensure values this in the future?

• What can we do to ensure that more people use this as a benchmark for evidence-based practice?