SEQF: Improving quality within supported employment

Kathy Melling with support from EADS and KSE

base
british association for
supported employment

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
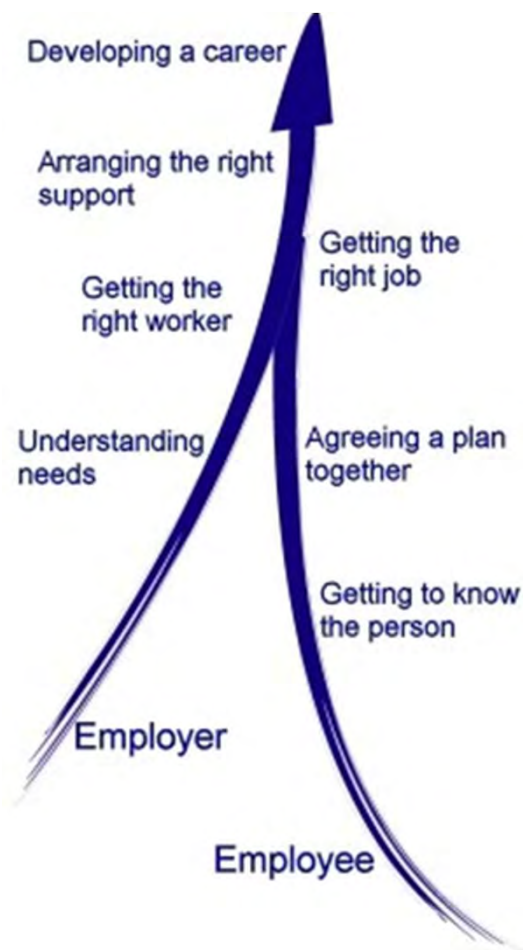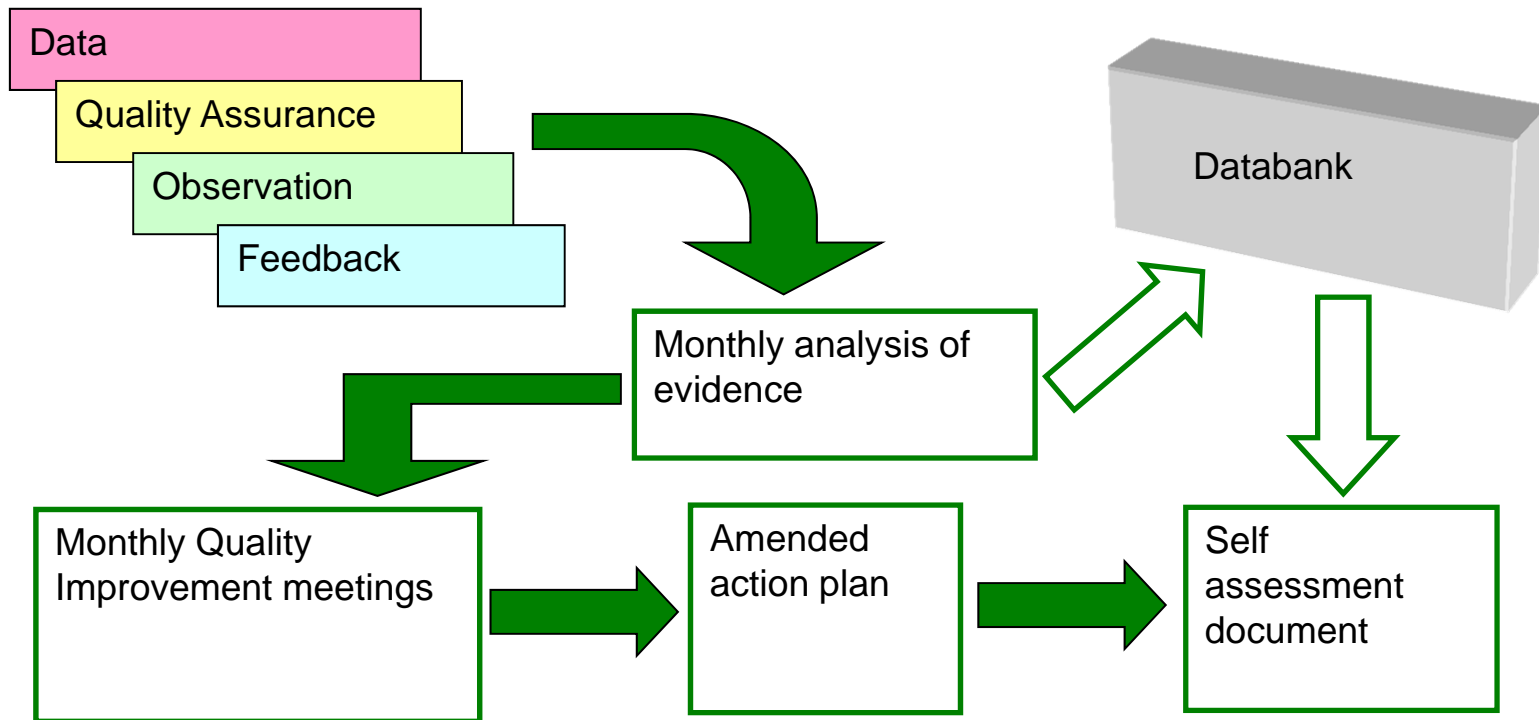
Employer

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 WITHIN OUR FUNDING LIMITATIONS??

Quality management

Data

Quality Assurance

Observation

Feedback

Databank

Monthly analysis of evidence

Monthly Quality Improvement meetings

Amended action plan

Self assessment document

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

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

- 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?