

## ESO Proof of Concept Supported Employment Quality Framework

BASE has produced this guidance to assist providers that are delivering the DWP-funded Supported Employment Proof of Concept pilots. Each provider has to demonstrate model fidelity to the internationally recognised model of Supported Employment by conducting an audited self-assessment in early 2018 and early 2019. BASE has been asked to audit these self-assessments and produce a report for DWP and each provider.

The Proof of Concept sites will be using a shortened version of the full Supported Employment Quality Framework<sup>1</sup> (SEQF) developed by BASE and its European partners. Providers will need to complete a self-assessment for the sections on Products and Services, Business Results, and Performance Indicators.

There is little recent history of Supported Employment providers completing self-assessments and so we have produced this guidance to support the process. Guidance on the full SEQF process is also available at our website at [www.base-uk.org/seqf](http://www.base-uk.org/seqf). It is expected that providers will be better able to demonstrate model fidelity in the 2019 audit.

### Organising the self-assessment process

It is recommended that the provider's quality manager / senior management convenes and leads one or more groups of stakeholders to complete the document over a period of time. Each provider must nominate a lead contact person who will be responsible for the self-assessment and will be the main point of contact for BASE.

The assessment toolkit does not need to be completed in a sequential order. It may be useful to form different task groups to focus on identifying evidence for each of the assessment sections.

Try not to over-analyse. The toolkit is designed to give you an indication of what you're doing well and what you could do better within your organisation to deliver the highest quality supported employment provision.

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<sup>1</sup> [www.base-uk.org/seqf](http://www.base-uk.org/seqf)

BASE is available to supply advice and guidance at any point during the self-assessment period. Please use that support if you are in any doubt about the self-assessment criteria or the related evidence requirements.

You should also keep in contact with other Proof of Concept sites. We want to make sure that learning is exchanged between the different sites and you will benefit from the experience of others. A list of key contacts and details of the audit schedule is included in this guidance.

## The standards

The self-assessment document focuses on the delivery of Supported Employment and seeks evidence of fidelity to the recognised model<sup>2</sup>. It also looks at the use of data to inform service delivery and the outcomes achieved for customers of the service. We define customers as jobseekers, supported employees and employers.

The Product and Services standards (1.1 to 1.5) look at the 5 stages of Supported Employment:

- Engaging with jobseekers
- Using a vocational profile to get to understand and document the jobseeker's experience, skills, abilities, interests, wishes and needs; and person-centred employment planning
- Engaging with employers
- Securing employment through an accurate job match, and
- Providing support in the workplace to employer and employee.

Throughout our audit, BASE will be looking for evidence that the provider understands and applies the basic underpinning values of Supported Employment as defined in the National Occupational Standards<sup>3</sup>.

We also want to see evidence that the provider has agreed processes and policies in place and that they are understood by staff. Processes should be reviewed to ensure that they remain appropriate and lead to improved practice and outcomes.

Each standard contains 5 stages that cumulatively demonstrate excellence. You will see that a thread often runs through each standard and it may be helpful to focus initially on the key themes behind each of the standards. The self-assessment document contains a list of prompt questions for each standard and these may be a useful starting place when starting the self-assessment.

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<sup>2</sup> <http://euse.org/index.php/resources/supported-employment-toolkit>

<sup>3</sup> [www.base-uk.org/nos](http://www.base-uk.org/nos)

### 1.1 Engaging with jobseekers

We want to see that providers have high expectations for jobseekers and don't screen people for job readiness. We will be looking for evidence that marketing materials are easy to understand and inform jobseekers about the service and how it operates.

Jobseekers should have access to impartial advice and guidance to identify and address any potential barriers. Vocational profiling should start soon after you receive confirmation of the eligibility of the jobseeker.

### 1.2 Vocational profiling and action planning

We will expect to see evidence of how the service involves customers and their circle of support and works in partnership with stakeholders to understand the individual's experience, skills, abilities, interests, wishes and needs. We will be looking for evidence that vocational profiling is used to identify appropriate options for employment, and is seen as an active and ongoing process.

We will seek evidence of the effective use of SMART action plans that work to clear learning goals and address barriers.

### 1.3 Employer engagement

We will want to see how providers make use of local labour market information to engage with employers across a range of sectors. We'll be seeking evidence of how high a priority employer engagement is within the service. How well is the business case understood by job coaches and how well does they address any employer concerns?

As customers themselves, employers will expect provider services to engage with them to understand their needs and concerns. We will be looking for evidence that employer engagement processes are reviewed to evaluate how successful they are. How is information about employer contact stored and used? We will also want to get a good idea of how employers are advised and supported around using inclusive recruitment processes.

### 1.4 Job matching and securing employment

Job matches should be based around the interests and skills of the jobseeker and we'll be looking for evidence that vocational profile information is used effectively within the job matching process. We will seek to understand whether the service is ambitious for its jobseekers, both in the types of jobs sought and in the hours worked per week.

Providers will need to demonstrate that they have an accurate understanding of the job requirements as well as the jobseeker's skills and aspirations. A tool for job analysis should be in place where needed. Information about the need for skills development should inform action planning.

Providers should have systems in place to ensure that workplaces are safe and that individual risk factors are assessed and managed.

### 1.5 In-work support and career development

We will be seeking evidence of how the service identifies, plans and delivers support to the employer and the employee. How is the employer encouraged to play a full role in inducting, training and supporting their staff? We will want to see examples of how natural support is maximised within the workplace

We want to understand how the service monitors the progress of the employee and how effectively it provides on- and off-site training support. How is career development encouraged and how does the service respond to conflicts and any cases of discrimination?

### 2.1 Business results

We'll be looking to see how data is gathered, stored and analysed to inform your business planning and goal setting. We'll want to understand what you're learning from the use of data and performance indicators. We'll be looking to see how the service informs others of its performance and how it ensures best value for customers and funders. We may need to see a sample of your system reports.

### 2.2 Performance indicators

The indicators should be fairly straight forward if you have data systems in place though we accept that indicators A, B and E may be difficult to demonstrate early on if it's a new service. We may look at historic data from work prior to the Proof of Concept initiative.

We will expect to see evidence of your consultation with customers for indicators C and D.

For indicator B we will take the date of confirmation of eligibility as the date of the referral.

## Recording your evidence

The audit will go much more smoothly if you signpost to evidence and ensure you know where it is located. The self-assessment document has a text box that allows you to use bullet point notes to signpost to the evidence. At audit, we will be sampling most of this evidence so please make it clear which criterion is being evidenced.

You can use a wide range of evidence and the list below is not exhaustive:

- Strategies, policies and plans

- Mission / vision statements
- Service level agreements and contracts
- Hard and soft outcomes
- Analysis of trends
- Performance indicators
- Audits of compliance with policies and systems
- Human resources procedures and documents
- Induction processes
- Results of observed practice
- Previous evaluations (if appropriate)
- Supervision, appraisal and team meeting notes
- Training needs analyses
- Random sampling of files and case notes
- Marketing information
- The views of focus groups of stakeholders
- Results of surveys and questionnaires
- Complaints, compliments and suggestions
- Process documents eg vocational profiles, action plans, job analyses, risk assessments, case notes
- Labour market information
- Case studies

Enable has produced a document for cross-referencing evidence against the criteria for each standard. Natalie Hawkins is willing to share this with other Proof of Concept sites if you contact her.

## Scoring your self-assessment

Each standard is scored separately on a scale of 1 to 5. You'll need to meet all the criteria in a box to score a point for that stage. Each consecutive stage that you meet gives another point scored so if you meet all the criteria in boxes 1 to 3 then you'll score 3 points for that standard.

You should demonstrate evidence against as many criteria as possible, even if you cannot fully show compliance with all the criteria in that particular stage.

Many of the criteria involve an element of judgement as to whether they've been met or not. It is up to you as providers to convince us through appropriate evidence that you meet that particular criterion. If we're not convinced then you won't score the point.

You should total your points in the scorecard section of the self-assessment document. The self-assessment form should be sent to us at least two weeks prior to the audit visit.

## The audit schedule

We have agreed a schedule of audit visits with each provider. Please confirm the venue for these visits as soon as possible so that we can make administrative arrangements.

<b>Name of service</b>	<b>Key contact</b>	<b>Audit dates</b>	<b>Facilitators</b>
Hertfordshire Work Solutions	Amanda Selley	11-12 January	Kathy Melling Liz Mellor
Croydon Gateway	Emma Shepherd	5-6 March	Kathy Melling Liz Mellor
Pure innovations	Margaret Parker	7-8 March	Huw Davies Nerise Oldfield- Thompson
Cheshire West & Chester	James Holden	14-15 March	Huw Davies Nerise Oldfield- Thompson
Status Employment	Robert Elston	15-16 March	Kathy Melling Liz Mellor
Enable Shropshire	Natalie Hawkins	19-20 March	Huw Davies Nerise Oldfield- Thompson
Kent Supported Employment	David Stenning	22-23 March	Kathy Melling Liz Mellor
Croydon MIND	Peter Phillips	26-27 March	Kathy Melling Liz Mellor
United Response	Ramsay Taylor	26-27 March	Huw Davies Nerise Oldfield- Thompson
Telford & Wrekin Supported Employment	Rachel Horth	9-10 April	Huw Davies Nerise Oldfield- Thompson
Brighton & Hove Supported Employment	Suzette Attwood	24-25 April	Kathy Melling Liz Mellor

We will have 2 facilitators present at each audit and they will be present for two full days. They will need a relatively undisturbed place to work from and will require continual access to the nominated self-assessment lead person who will be able to direct them to the sources of evidence. It is our intention that the audit be a formative process.

## The audit report

We will give you feedback as we go through the audit process and meet with you on its completion to explain the results of the audit. You can challenge any findings at this point.

BASE will complete a report on our audit visit and supply this to you and DWP within 2 weeks of the assessment. The report will detail the final scoring for each standard and will highlight the main findings and areas for improvement for each standard.

BASE is keen to support and advise on any ongoing improvement actions that you may wish to put in place. We will discuss this with you during the audit process.

## Templates

BASE can supply template paperwork on request if required. This includes referral forms, vocational profiles, job analysis, health & safety appraisals, action plans, workplace agreements, and risk management forms.

Please contact us if you'd like to discuss the use of any template documents.

## Useful links

National Occupational Standards for Supported Employment Practitioners  
<https://www.base-uk.org/nos>

European Union of Supported Employment (EUSE) toolkit  
<http://euse.org/index.php/resources/supported-employment-toolkit>

Supported Employment Quality Framework (SEQF)  
<https://www.base-uk.org/seqf>

## Queries

You can contact us at any time to discuss the self-assessment and audit process. Please contact [huw.davies@base-uk.org](mailto:huw.davies@base-uk.org) or telephone on 01204 880733.

The contact details for individual facilitators are:

Huw Davies:	<a href="mailto:huw.davies@base-uk.org">huw.davies@base-uk.org</a>
Kathy Melling:	<a href="mailto:kmelling0@gmail.com">kmelling0@gmail.com</a>
Liz Mellor:	<a href="mailto:lizmellor@btinternet.com">lizmellor@btinternet.com</a>
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