

# Supported Employment Quality Framework

Self-Assessment Toolkit  
Model Fidelity Edition



**Provider:**

**Date of self-assessment:**

### How to use this assessment toolkit?

This model fidelity self-assessment can be used to measure fidelity to the internationally agreed model of Supported Employment. This self-assessment toolkit provides you with a simple overview of how you currently fare against two of the nine sections of the [Supported Employment Quality Framework](#). The responses that you give will enable you to see clearly where you excel or have areas that you need to focus on and develop in order to improve your supported employment provision. The full assessment toolkit contains nine quality areas, each quality area contributing a percentage of your final score. These quality areas are:

- Leadership
- Strategy
- Human Resources
- Partnership and Resources
- **Products and Services**
- Customer Results
- People Results
- Society Results
- **Business Results**

The Model Fidelity Edition will adopt a lighter touch and focus on Products and Services and an adapted version of the section on Business Results. The scoring system has been modified to account for this. The full toolkit is available should organisations prefer to complete a full self-assessment. Products and Services now account for 75% of the final score with the balance coming from your Business Results. You should transfer your scores for each criterion to page 20 of the toolkit. A weighting is given for each of the standards. These should be calculated to give a final percentage score. We would expect sites to achieve 75% of the final maximum score. Where BASE audits your final assessment, a 3-year kitemark will be issued based on the following scores:

90%+	Excellent provider
75% - 89.9%	Good provider
55% - 74.9%	Accredited provider



### Criteria

Each criterion is laid out in five stages ranging from little to no structured quality achieved (score 1) to excellent quality achieved (score 5). It is important to take into account that it is a progressive system. You can only achieve a higher score if you can demonstrate that you meet the criterion contained within the previous stages. Section 2.2 contains a range of key performance indicators.

## The assessment process

There is no definitive way to complete this self-assessment. You're free to choose an approach that best fits your organisation. You are more likely to get an accurate picture of the quality of your provision by involving a representative range of stakeholders in the assessment process.

It is recommended that the quality manager / senior management convenes and leads a group(s) of stakeholders to complete the document over a period of time.

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 standards. 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.

You should review each criterion and identify the range of evidence available to support each statement. Prompt questions are included to guide you in assessing your level of quality for each criterion. It is important that you can evidence your judgment and this should be recorded in the table below each criterion. Keep it concise and refer to evidence and working documents rather than a description of procedures.

Always start from the current situation, not where you would like to be as the optimal situation. This assessment should be an honest picture, a snapshot of the service as it is at the moment of the assessment. When you have judged the evidence available to support your decision you should note your score out of a potential 5 points.

Each section contains room for you to note areas for improvement and to prioritise these. This will help you to develop your Action Plan. The toolkit also contains sections for you to describe what you consider to be best practice within your organisation. BASE can support organisations to prioritise actions for an action plan that can be used to improve and maintain the quality of support offered to customers.

## Sources of evidence

You can demonstrate how you meet each of the criteria using a variety of evidence. These may include any of the following but this is not an exhaustive list:

- Strategies and plans
- Mission / vision statements
- Service level agreements and contracts
- Details of hard and soft outcomes
- Measurements of distance travelled
- Analysis of trends
- Performance indicator reports
- Audits of compliance with policies and systems
- Human resources procedures and documents
- Induction processes
- Results of observed practice
- Previous evaluations
- 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
- Labour market information
- Case studies

## 1. Products, services and processes

The 5-stage supported employment model is designed, managed and translated into products, services and processes

1.1 The products and services within the 5 stages of supported employment are managed – engaging jobseekers				
1	2	3	4	5
Jobseekers and referral organisations understand any eligibility criteria and what to expect from the service, including its limitations.	<p>The organisation provides impartial information, advice and guidance to jobseekers using accessible materials and any conflicts of interest are managed.</p> <p>The organisation provides a private area for confidential discussions.</p> <p>Disclosure issues are discussed and managed.</p>	<p>The organisation recognises that everyone can work with the right support, and does not operate a screening process to identify job readiness.</p> <p>Staff maintain professional boundaries.</p> <p>Jobseekers are signposted to alternative provision if they choose not to pursue employment.</p>	<p>The organisation makes effective use of the jobseeker's circle of support.</p> <p>Vocational profiling commences within 3 weeks of referral.</p> <p>The referral process is regularly reviewed and updated.</p>	<p>Referrals reflect local demographics.</p> <p>A person-centred approach based on the zero-rejection policy is consistently applied.</p>

<p><b>Prompts:</b></p> <p>Does the organisation have accessible service literature and published eligibility guidelines? How does the organisation ensure these are understood by stakeholders?</p> <p>How does the organisation manage disclosure issues?</p> <p>How does the organisation ensure that all jobseekers who want to work receive a service? How are their circle of support involved?</p> <p>How does the organisation signpost to alternative provision if appropriate?</p> <p>How does the organisation provide impartial IAG ensuring any conflicts of interest are managed and professional boundaries are maintained?</p>	<p><b>Evidence:</b></p>
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<p>Does the organisation monitor local demographics and how does the organisation ensure referral demographics are comparative?</p> <p>How does the organisation review and update its engagement procedures and policies?</p> <p>How does the service manage under-demand or over-demand for the service?</p> <p>Any other evidence?</p>	
Score:	/ 5

Areas for improvement	Priority level (1-5)



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 updated 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>

<p><b>Prompts:</b></p> <p>How does the organisation carry out vocational profiling and action planning? Are these co-produced and accessible? Do they acknowledge and act on any cultural factors associated with the jobseeker?</p> <p>How are vocational profiles and action plans reviewed and updated?</p> <p>How are jobseekers supported to exercise their choice and control?</p> <p>How are the vocational profiling and action planning processes reviewed and updated?</p>	<p><b>Evidence:</b></p>
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<p>How does the organisation ensure that jobseekers understand the financial implications of work?</p> <p>How does the organisation address self-employment options?</p> <p>How does the organisation ensure that SMART action plans identify and address any obstacles faced by the jobseeker?</p> <p>How do action plans ensure rapid progress towards employment using a “place and train” approach?</p> <p>How does the organisation plan, monitor and evaluate any pre-employment activity, including work experience?</p> <p>Any other evidence?</p>	
Score:	/5

Areas for improvement	Priority level (1-5)

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>
<p><b>Prompts:</b></p> <p>How does the organisation use local, regional and national sources of information to identify employers?</p> <p>How does the organisation decide which employers and sectors to target for engagement activity?</p> <p>How does the organisation record employer contacts? How are staff time and resources allocated to employer engagement?</p> <p>How does the organisation engage employers to promote the business case for getting involved in supported employment?</p> <p>How does the organisation support employers with inclusive recruitment and retention practices to identify job roles, including the potential for job design and job carving?</p> <p>How does the organisation address any issues of concern and discrimination from employers?</p>		<p><b>Evidence:</b></p>		



<p>How does the organisation identify employer needs? How does the organisation support staff to recognise that employers are service customers?</p> <p>How successful is the organisation in developing long-term relationships with employers? What is the basis for these relationships?</p> <p>How are the employer engagement policies and processes reviewed and updated? Who is involved in this?</p> <p>Any other evidence?</p>	
Score:	/ 5

Areas for improvement	Priority level (1-5)

#### 1.4 The products and services within the 5 stages of supported employment are managed – job matching and securing employment

1	2	3	4	5
<p>The organisation seeks competitive and inclusive employment where the employee receives the same rate of pay and benefits as other employees doing the same job.</p> <p>The organisation complies with legislative requirements.</p>	<p>To ensure an effective job match, job analysis is used to systematically identify the skills and other requirements needed to undertake the role.</p> <p>Jobseekers are encouraged to maximise their working hours.</p> <p>The organisation supports both employers and jobseekers through the recruitment and selection process.</p>	<p>The vocational profile and job analysis are used to assess any skills gap and determine whether this is bridgeable as part of job matching.</p> <p>In collaboration with the employer, the organisation has robust policies and procedures to ensure the health, safety and wellbeing of jobseekers, including risk assessment.</p>	<p>The organisation ensures that any identified skills gap is discussed with employer and jobseeker and that an action plan is agreed.</p> <p>The organisation reviews the effectiveness of its job matching processes.</p>	<p>The organisation achieves appropriate job outcomes across a range of employment sectors and occupations.</p> <p>The organisation works collaboratively with partners to share data and vacancies so that employers get the best possible job match.</p>

<p><b>Prompts:</b></p> <p>How does the organisation ensure it achieves parity of terms &amp; conditions and complies with legislative requirements when securing employment for jobseekers?</p> <p>How does the organisation use vocational profiles and job analyses as part of the job matching process?</p> <p>How does the organisation work with employers to ensure the health, safety and wellbeing of employees?</p> <p>How does the organisation support employers and jobseekers through the recruitment process?</p> <p>How does the organisation secure jobs across a range of sectors and occupational areas that meet the preferences and abilities of jobseekers?</p> <p>How does the organisation, in partnership with employers and jobseekers, identify and address any perceived skills gap?</p>	<p><b>Evidence:</b></p>
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<p>How does the organisation work with partners to ensure that employers get the best possible job match?</p> <p>How does the organisation review and update its job matching processes? Who is involved?</p> <p>Any other evidence?</p>	
Score:	/ 5

Areas for improvement	Priority level (1-5)

1.5 The products and services within the 5 stages of supported employment are managed – in-work support and career development				
1	2	3	4	5
<p>The organisation:</p> <ul style="list-style-type: none"> <li>- can provide job coach support in the workplace.</li> <li>- provides individualised support for customers, and requests for support are responded to in a timely manner.</li> <li>- is aware of the need to monitor employee progress and job sustainability.</li> <li>- supports employees to resolve any conflict and problems which are having an impact at work.</li> <li>- complies with relevant safeguarding legislation.</li> </ul> <p>Workplaces are safe.</p>	<p>Employers are supported to understand their responsibility for the management and training of their employees.</p> <p>The organisation supports customers to plan in-work support, identify reasonable workplace adjustments and put them in place.</p> <p>The organisation can demonstrate that employees develop personal, social and vocational skills.</p>	<p>The organisation identifies natural supports.</p> <p>The organisation supports employee learning through the most natural methods, using structured training techniques where needed.</p> <p>The organisation ensures employees are socially included within the workplace.</p> <p>Any issues with safeguarding, harassment and discrimination are proactively managed.</p> <p>The organisation collects data on sustained job outcomes and uses this to inform job sustainability strategies.</p>	<p>The organisation provides time-unlimited support to customers. This includes working collaboratively with partners to resolve any work-related issues.</p> <p>The organisation makes creative use of assistive technology.</p> <p>The organisation supports customers to plan career development.</p> <p>The organisation reviews and updates its in-work support and career development processes.</p>	<p>The organisation can demonstrate that a high level of jobs is sustained by using natural and dedicated workplace supports.</p> <p>Workplace monitoring and support is integrated into the employer's natural routines.</p> <p>The organisation supports employees to develop their careers.</p>

<p><b>Prompts:</b></p> <p>How does the organisation plan and provide for individualised support for customers?</p> <p>How does the organisation ensure that social integration and independence is maximised?</p> <p>How does the organisation support employers to understand their responsibility for the management and training of their employees?</p> <p>How does the organisation ensure ongoing and timely support for customers?</p> <p>How does the organisation identify, secure, implement and monitor any reasonable adjustments, including assistive technology?</p>	<p><b>Evidence:</b></p>
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<p>How does the organisation work with employers and employees to ensure that the employee is safe at work and issues of safeguarding, harassment and discrimination are proactively managed?</p> <p>How does the organisation monitor the progress of employees, resolving any problems and maximising job sustainability? How do these processes link with employers' natural routines?</p> <p>How does the organisation make use of external partners to resolve work-related issues?</p> <p>How does the organisation develop employee skills and help employers and employees to plan for career development?</p> <p>How does the organisation collect, analyse and use job outcome data?</p> <p>How does the organisation review and update its in-work support and career development processes? Who is involved?</p> <p>Any other evidence?</p>	
Score:	/ 5

Areas for improvement	Priority level (1-5)

Products, services and processes (maximum score available = 25):

Best practice



Best practice

## 2. Business results

The organisation achieves and sustains excellent results and can describe the results concerning core KPIs and financial results

2.1 Business results				
1	2	3	4	5
The organisation collects data on outcomes and reports them to funders.	<p>The organisation sets challenging but achievable targets and these are understood by staff.</p> <p>The organisation has a system to collect data on key performance indicators and to understand trends.</p> <p>The organisation actively disseminates information about its performance to staff, customers and stakeholders.</p>	<p>The organisation evaluates its business results in order to determine best value for customers, employers and funders.</p> <p>Business results are analysed and used to improve and enhance services.</p>	The organisation understands local demographics and gauges equality of access and achievement within the service.	<p>The organisation benchmarks business and financial performance against comparator organisations.</p> <p>The organisation delivers outstanding results and is a market leader that others look to as an exemplar.</p>

<p><b>Prompts:</b></p> <p>How does the organisation collect, analyse and present data on outcomes?</p> <p>How does the organisation set and communicate targets?</p> <p>How does the organisation use outcome data to determine best value, improve services and gauge equality of access and achievement?</p> <p>How does the organisation benchmark performance against comparator organisations and show leadership in the sector?</p> <p>Any other evidence?</p>	<p><b>Evidence:</b></p>
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Score:		/ 5

Areas for improvement	Priority level (1-5)

## 2.2 Performance indicators

### Mandatory:

- A. Percentage of people commencing a vocational profile that achieve a paid job outcome  
10% = score 1; 20% = score 2; 30% = score 3; 40% = score 4; 50% = score 5
- B. Average time from initial meeting to job start  
52 weeks = score 1; 39 weeks = score 2; 26 weeks = score 3; 16 weeks = score 4; 10 weeks = score 5
- C. Employer average satisfaction ratings  
Score 1 to 5 (5=excellent)
- D. Jobseeker/employee average satisfaction ratings  
Score 1 to 5 (5=excellent)
- E. Percentage of people starting work who sustain paid work for 6 months  
50% = score 1; 60% = score 2; 70% = score 3; 80% = score 4; 90% = score 5

### Optional:

Local indicators can be added here but are not scored. Examples could be:

- Time period between referral and first meeting.
- Percentage of job roles with a job analysis
- Average hours worked
- Average pay per hour
- Range of occupational areas
- Average period of sustained job outcomes

### Information collected but not scored:

- Average hours support per job seeker pre job start
- Average hours support per job seeker post job start

Score: 



 / 25

Areas for improvement	Priority level (1-5)

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Business Results (maximum score available = 30):

## Scoring

		Score	Weighting	Score
1	Products, services and processes	/25	x 3	
2	Business results	/30	x 5/6	
Total score				/100

## Provider Guidance

BASE has produced this guidance to assist providers that are considering carrying out a model fidelity self-assessment using the SEQF. BASE is available to audit the self-assessment if required, and we issue 3-year kitemarks to providers who meet the different score thresholds.

The self-assessment uses a shortened version of the full Supported Employment Quality Framework<sup>1</sup> (SEQF) developed by BASE and its European partners. Providers should 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 use the self-assessment as part of a wider quality improvement and action planning process.

### 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 should nominate a lead contact person who will be responsible for the self-assessment.

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.

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.

### 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

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

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



- 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 would 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.

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

## 1.3 Employer engagement

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

We would want to see how providers make use of local labour market information to engage with employers across a range of sectors. We'd seek 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 would 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 would 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'd be looking for evidence that vocational profile information is used effectively within the job matching process. We would 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 would 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 would want to see examples of how natural support is maximised within the workplace

You should be able to evidence 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'd be looking to see how data is gathered, stored and analysed to inform your business planning and goal setting. We'd want to understand what you're learning from the use of data and performance indicators. We'd be looking to see how the service informs others of its performance and how it ensures best value for customers and funders. We would want 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.

- For indicator B takes the date of confirmation of eligibility as the date of the referral.
- We would expect to see evidence of your consultation with customers for indicators C and D.
- Indicator E only applies to those people who started work over 6 months prior to the self-assessment date.

### A. Percentage of people commencing a vocational profile that achieve a paid outcome

We will assume that all starters on a programme have a vocational profile starting at the date of the service start. We will calculate the percentage of starters who secure paid employment.

Scoring:

>10% = score 1; >20% = score 2; >30% = score 3; >40% = score 4; >50% = score 5

### B. Average time from service start to job start

This is the time period (in weeks) between the date of the service start and the date of a job start. We will calculate this average figure using data for all job starters.

Scoring:

<52 weeks = score 1; <39 weeks = score 2; <26 weeks = score 3; <16 weeks = score 4; <10 weeks = score 5

### C. Employer average satisfaction ratings

We will calculate an average of the overall satisfaction ratings from employer questionnaires. Questionnaires should ask employers about a number of factors regarding their experience of participating in the programme but should include a question asking for an overall evaluation rating. This is the figure we will use.

Scoring:

>50% = score 1; >60% = score 2; >70% = score 3; >80% = score 4; >90% = score 5

#### D. Jobseeker/employee satisfaction ratings:

We will calculate an average of the overall satisfaction ratings from jobseeker/employee questionnaires. Questionnaires should ask customers about a number of factors regarding their experience of participating in the programme but should include a question asking for an overall evaluation rating. This is the figure we will use.

##### Scoring:

>50% = score 1; >60% = score 2; >70% = score 3; >80% = score 4; >90% = score 5

#### E. Percentage of people starting work who sustain paid work for 6 months

We will look at all jobstarters who became employed more than 6 months before the date of audit. We will calculate the percentage of these who sustain paid employment for a period of 26 weeks or more.

##### Scoring:

>50% = score 1; >60% = score 2; >70% = score 3; >80% = score 4; >90% = score 5

Any queries regarding these indicators should be forwarded to [admin@base-uk.org](mailto:admin@base-uk.org)

### Recording your evidence

Any subsequent audit will go much more smoothly if you can 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 would 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

## 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 any audit visit.

## The audit

BASE would have 2 facilitators present at any audit and it would last for two full days. They would need a relatively undisturbed place to work from and 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 any audit be a formative process.

## The audit report

We would 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 would complete a report on our audit visit and supply this to you within 2 weeks of the assessment. The report would detail the final scoring for each standard and 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 would 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

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

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

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



## Glossary of Key Words

### Account management

A systematic approach to managing stakeholders to maximize mutual value and achieve mutually beneficial goals.

### Asset register

An asset register is a list of the assets owned by a business. It contains pertinent details about each fixed asset to track their value and physical location. The register shows the quantity and value of things like office equipment, motor vehicles, furniture, computers, communications systems and equipment.

### Assistive technology

Technology used by individuals with disabilities to carry out functions that might otherwise be difficult or impossible. Assistive technology can include personal aids as well as hardware, software, and peripherals that assist people with disabilities in accessing computers or other information technologies. In the context of employment it can include hand-held devices that can prompt work tasks, jigs that can hold or guide materials and equipment adapted to specific tasks.

### Better off financial calculations

This is a calculation that aims to show jobseekers whether they will be better off in work than when living on welfare benefits. It will take into account details of the amount of welfare benefit income and the amount of money they can earn in paid work, along with any welfare benefits they can receive when in work, and shows if they will be better off going into paid work.

### Business continuity plan

Business continuity encompasses a loosely defined set of planning, preparatory and related activities which are intended to ensure that an organisation's critical business functions will either continue to operate despite serious incidents or disasters that might otherwise have interrupted them.

### Circles of support

A circle of support is a group of people who help an individual in achieving their personal goals in life. Often used in person-centred planning, the circle acts as a community around that person who, for one reason or another, is unable to achieve what they want in life on their own and decides to ask others for support.

### Collaborate

Work jointly on an activity or project.

### Competent

Having the necessary ability, knowledge, or skill to do something successfully

### Conflict of interest

A situation where a staff member can influence a customer's options and has a vested interest in which choice he or she makes.

### Co-production

A relationship where professionals and individuals share power to plan, deliver and evaluate together recognising that both have vital contributions to make.

**Corporate Social Responsibility**

A business approach that contributes to sustainable development by delivering economic, social and environmental benefits for all stakeholders.

**Customer**

This means the jobseeker, supported employment employee and/or the employer.

**Disclosure**

Sharing of personal and possibly sensitive information.

**Environmental Policy**

The policy showing an organisation's philosophy, intentions, and regarding the environment.

**External environment**

This includes legislative and policy requirements on a national, regional and local context.

**Hard outcomes**

A hard outcome is easy to define and measure. It may be number of qualifications gained or jobs taken up. As a result people have often steered towards using hard outcomes to show they are making a difference because they are thought to be easier to demonstrate.

**Impartial and objective**

The service is free from bias and options explored are realistic.

**Induction**

A formal introduction and familiarisation on entry into a position within an organisation, including people new to the organisation or new to a role within it.

**Job carving**

Is a term for customising job duties to create specialist job roles thus freeing up the time of specialist staff or to swap job duties to make the most of individual skills.

**Job design**

This is a method of developing a job with a mix of tasks/activities from those being completed within the host employer organisation.

**Jobseeker**

An individual looking for a paid job in the open labour market.

**Key Performance Indicators (KPIs)**

The measures adopted to determine the success or failure of a process by the output or outcome.

**Leaders**

Those people who have responsibility to lead the strategic direction and development of the organisation

**Mission**

A mission statement is a statement of the purpose of a company, organisation or person; its reason for existing; a written declaration of an organisation's core purpose and focus that normally remains unchanged over time.

**Multi-agency strategies**

This refers to the organisation working with others in a shared plan.

**Natural supports**

Support that is offered by the co-workers at the workplace and/or others in the person's professional network.

**Observed practice**

A process for managers to directly view the service offered by staff. It is used periodically to check the quality of service provision, identify workforce training needs, identify best practice, and provide opportunities for reflective practice.

**Partners**

Partners may refer to external organisations that support the service delivery. The service may have a Service Level Agreement (SLA) with its partners. Partners may support the service in other ways (e.g. signposting to/from or referrals).

**Partnerships**

Groups of partners and/or networks that come together to provide complementary services that enhance the overall provision to end-users.

**Periodically**

This indicates that the activity occurs once a year or less often.

**Policies**

An overview and summary of the approach (may be in writing) taken to address the issue in question. A policy defines why a particular approach is taken.

**Procedures**

A description (may be in writing) of how an activity will take place.

**Processes**

A description of related activities to achieve a certain outcome, usually in writing although may be apparent.

**Protocols**

A system of rules that explain the correct conduct and procedures to follow in formal situations.

**Quality assurance**

The process of systematically monitoring and evaluating the various aspects of the service to ensure that standards of quality are being met.

**Reasonable adjustment**

Equality Law recognises that bringing about equality for disabled people may mean changing the way in which employment is structured, the removal of physical barriers and/or providing extra support for a disabled worker or job applicant, this is the duty to make reasonable adjustments.

**Regular**

This indicates that the activity occurs at least twice annually.

**Resources**

Resources are staff, equipment, ICT, premises, materials and systems.

**Social Entrepreneurship**

Is a process in which organisations aim for improvement at organizational and social level by integrating economic, environmental and social considerations systematically and coherently in all business processes.

**Soft outcomes**

Soft outcomes are outcomes from training, support or guidance interventions that cannot be measured directly or tangibly. Soft outcomes may include achievements relating to interpersonal skills, confidence levels, motivation and communication skills. Soft outcomes are often based on asking the opinions of individuals you work with.

**Stakeholders**

Individuals, groups and organisations who are interested in the work of the supported employment organisation. When we refer to stakeholders, we include customers as part of the definition.

**Supervision**

The primary functions of supervision are: administrative case management; reflecting on and learning from practice; personal support; professional development; and mediation, in which the supervisor acts as a bridge between the individual staff member and the organisation they work for.

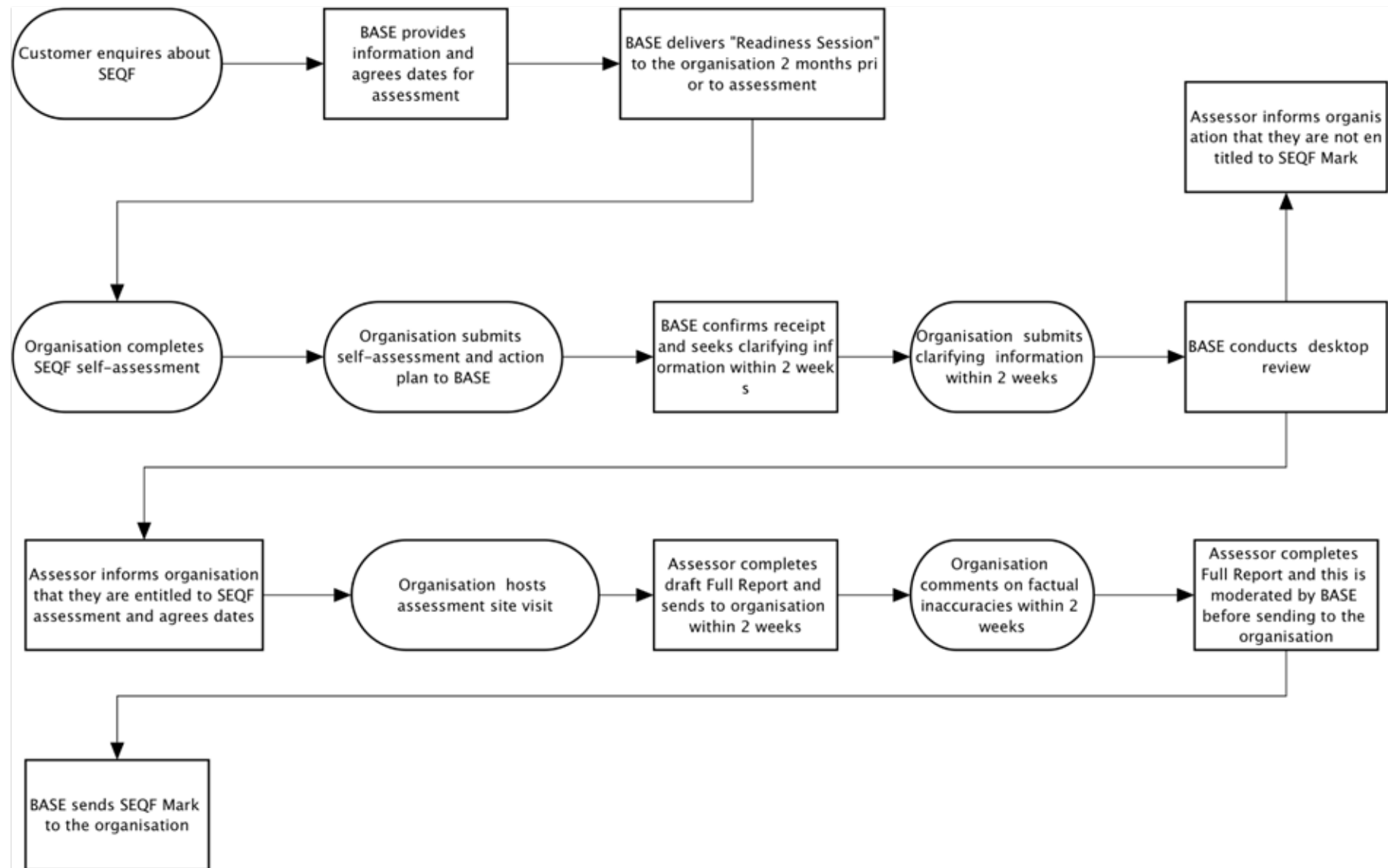
**Vision**

Vision statement communicates the organisation's reason for being and how it aspires to serve its key stakeholders. The statement is a narrower, future-oriented declaration of the organisation's purpose and aspirations.

**Zero rejection**

Part of the underlying philosophy of supported employment, this means that anyone who wishes to work can work, provided the correct level of support is available. It stems from a rejection of assessments in the past that categorised people into those who could or could not work without taking into account effective job match, task teaching and support.

## The audit process



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