

Supported Employment Quality Framework (SEQF) Model Fidelity Webinar

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Who are BASE & Inclusive Trading?

BASE Mission →

Creating an embedded culture of employment for all, by removing barriers, raising aspirations, beliefs and opportunities. Driving quality in the sector and focussing funding on models of support that we know work

Inclusive Trading Mission →

To empower and improve the UK's Employment sector, to embed quality at the heart of workforce planning.

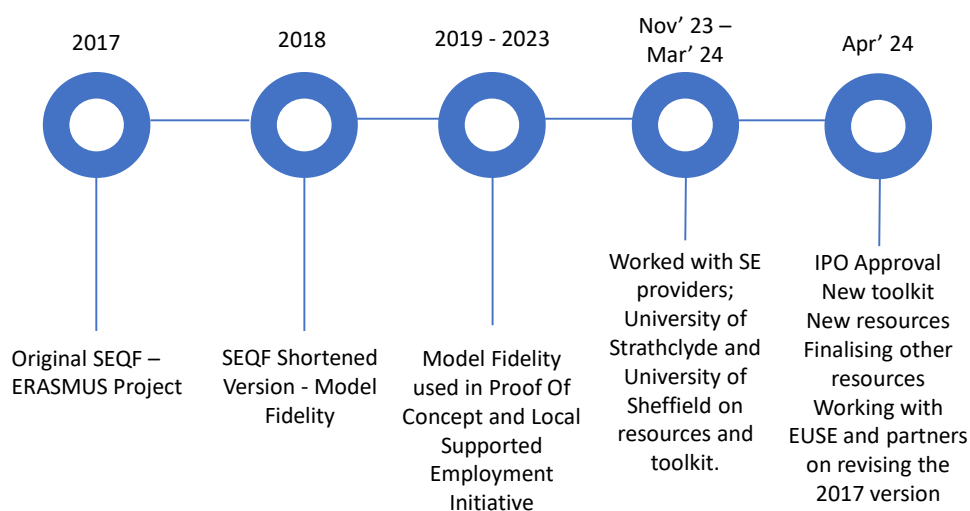
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In this webinar, we will cover:

- History of SEQF
- Current Policy Context
- Principles of the SEQF and what it covers
- SEQF Scoring
- SEQF Process
- What do Assessors look for in the external assessment?
- Achieving and Retaining Certification
- Resources Available
- The future

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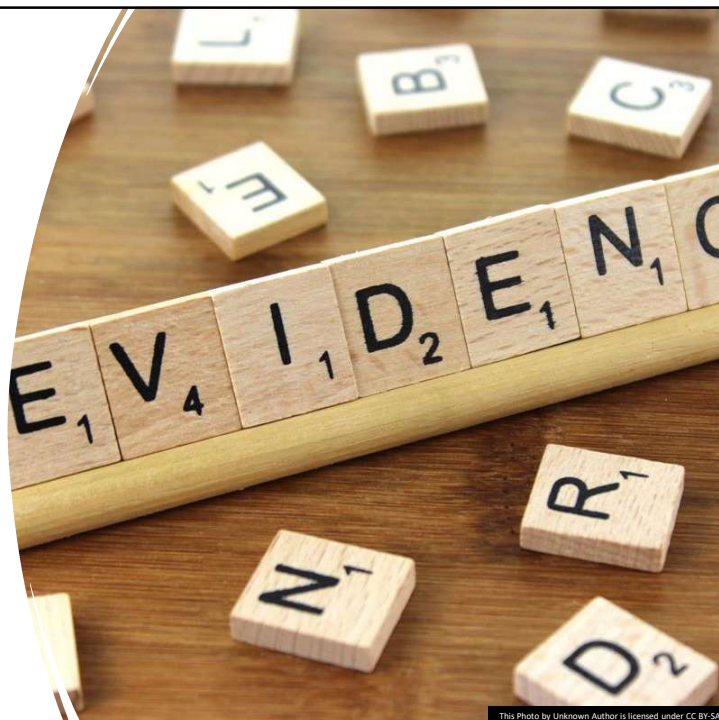
Brief History of SEQF



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Model fidelity within Employment Policy

- Supported Employment is an internationally recognised model
- SEQF and IPS model fidelity are key to the success of the DWP's Universal Support Program
- There is huge cross over but also distinct differences between the two model fidelities.



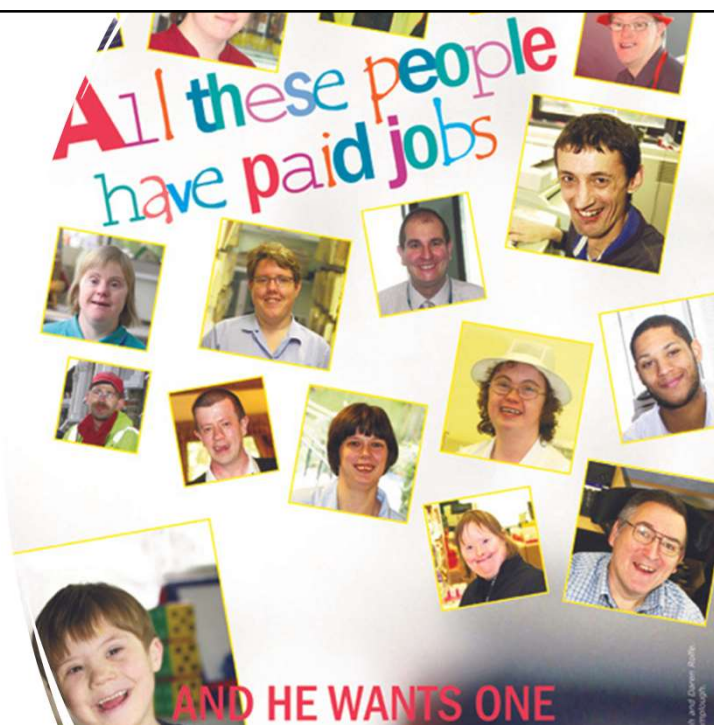
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Who Benefits from SEQF

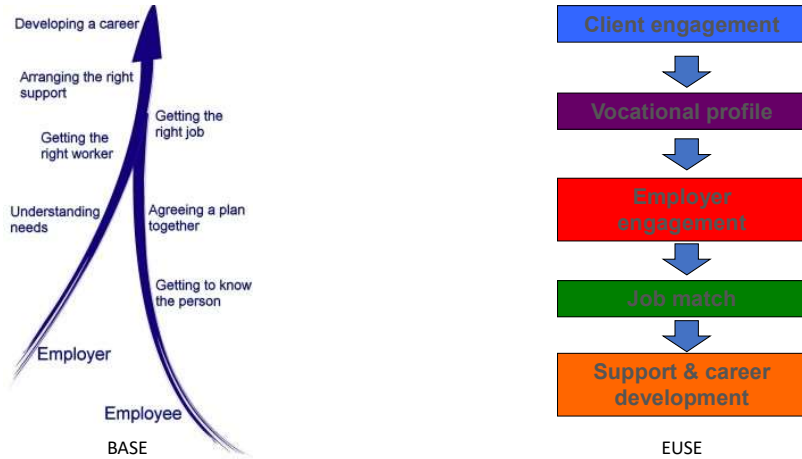
Anyone for whom the mainstream routes to employment don't work, with multiple barriers to employment. Traditionally

- Learning Disabilities
- Autism
- Physical Disabilities
- Sensory
- Neurodiversity
- Care leavers
- Offenders
- Homelessness



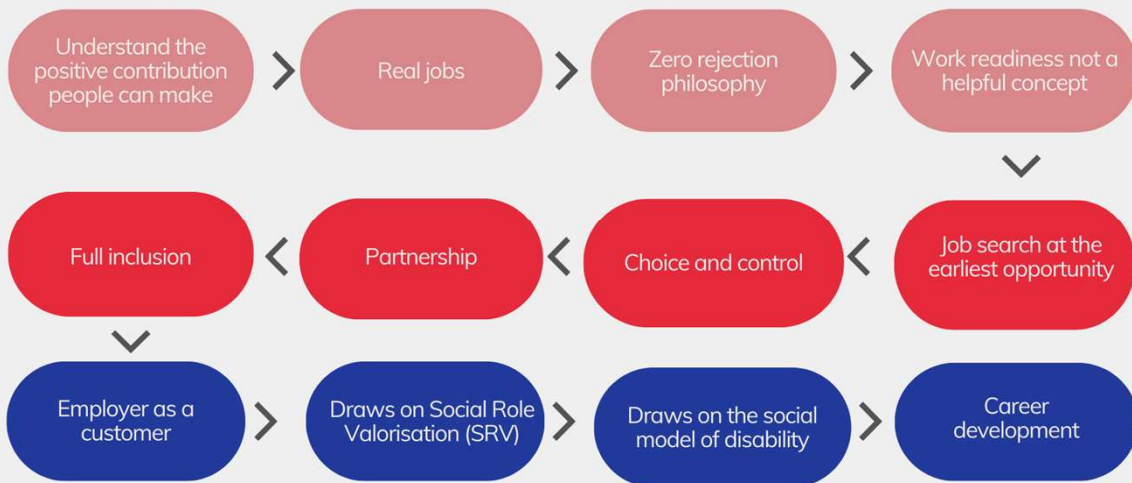
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The Supported Employment Model



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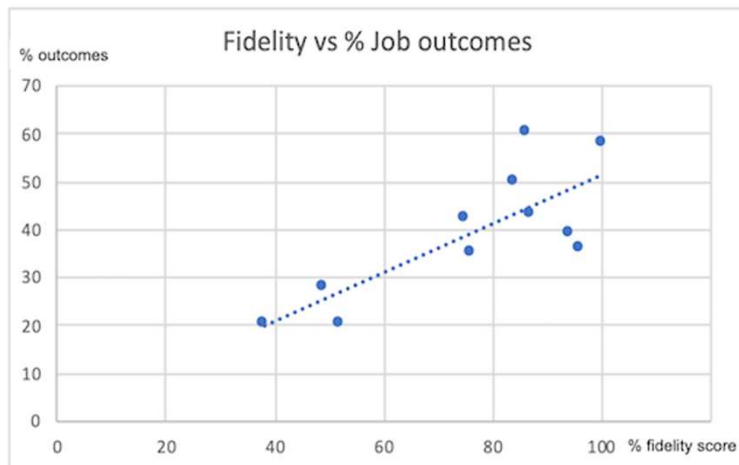
National Occupational Standards



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What the SEQF tells us



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1.2 Vocational Profiling and Action Planning

Criterion	Examples of Evidence	Self-assess score:	Evidence	Self-assessment comments / actions	Scoring Matrix
The organisation uses basic vocational profiling and action planning techniques.	Discussions with staff and jobseekers Client files	Select score 0-2			2 - Substantial and consistent evidence of basic vocational profiling and action planning. 1 - Some but inconsistent evidence of vocational profiles and/or action plans. 0 - Little or no evidence of either requirement.
The organisation ensures they record and act on the cultural factors associated with its jobseekers.	Discussions with staff and jobseekers Client files	Select score 0-2			2 - Cultural factors associated with jobseekers are recorded and acted upon. 1 - Cultural factors associated with jobseekers are recorded but not acted upon. 0 - Little or no evidence of recording of cultural factors associated with jobseekers.
The organisation identifies and agrees clear learning objectives for any work experience and pre-employment activity.	Client Files Action Plans Workplace Agreements Discussions with jobseekers and employers	Select score 0-2			2 - Clear learning objectives are recorded and agreed for work experience and pre-employment activity. 1 - Learning objectives are recorded and agreed but are not clear. 0 - Little or no evidence of recording learning objectives for work experience and pre-employment activity.

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Key Performance Indicators

2.2 Key Performance Indicators		Scoring
A	Percentage of people commencing a vocational profile that achieve a paid job outcome. 10% = score 2; 20% = score 4; 30% = score 6; 40% = score 8; 50% = score 10	0-10
B	Average time from service start to job start. <52 weeks = score 2; <39 weeks = score 4; <26 weeks = score 6; <16 weeks = score 8; <10 weeks = score 10	0-10
C	Employer average satisfaction ratings. Score 0 to 5 (5=excellent).	0-5
D	Jobseeker/employee average satisfaction ratings. Score 0 to 5 (5=excellent).	0-5
E	Percentage of people starting work who sustain paid work for 6 months (Note that this indicator will only apply to those customers who started employment over 6 months previously). >50% = score 2; >60% = score 4; >70% = score 6; >80% = score 8; >90% = score 10	0-10
Maximum available score:		40
Weighting of 15% for this section		

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Weightings and Scorings for SEQF

Each criteria has a score from 0-2 within 1.1 – 1.5 and 2.1.

SECTION	NO OF CRITERIA	MAX SCORE AVAILABLE	WEIGHTING OF SECTION
1.1 Engaging Jobseekers	10	20	15%
1.2 Vocational Profiling and Action Planning	14	28	15%
1.3 Engaging Employers	14	28	15%
1.4 Job Matching and Securing Employment	10	20	15%
1.5 In-Work Support & Career Development	15	30	15%
2.1 Business Results	8	16	10%
2.2 Key Performance Indicators	5	40	15%

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SEQF Model Fidelity Process

- Register for the external assessment
- Agree external assessment dates (2 full consecutive days)
- BASE allocates two Assessors, one who will be delegated as Lead.
- Two weeks prior to assessment - Provider completes and submits self-assessment document, data sheet, calculation methods for KPIs and timetable to both Assessors.
- Lead Assessor agrees timetable and sample files.

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SEQF Model Fidelity Process

- External Assessment takes place, interim scores provided.
- Moderation of report by BASE Quality Assurer.
- Draft report sent to provider for factual inaccuracies within 2 weeks of the assessment.
- Provider has 5 working days to advise of any factual inaccuracies.
- Final report/scorings sent to the Provider.
- Provider to submit Action plan based around the report's recommendations within 2 weeks of receipt of final report.

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What do Assessors look for in the external assessment?



360 degree assessment



Prior to external assessment they will review the self-assessment, datasheet, KPIs and agree with provider the sample of cases to be assessed.



Discussions with staff, management, jobseekers, supported employees, employers, circles of support, other relevant agencies



Review documentation from the provider which includes case files, management information, reports, presentations, staff observations, feedback questionnaires etc.

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Achieving and Retaining SEQF Certification

- There are four potential assessment outcomes:
- Excellent - Providers scoring 90% or higher in their overall scoring plus ≥ 20 total in the following KPIs 2.2A + 2.2B + 2.2E.
- Good - Providers scoring between 75% and 89.9% in their overall scoring plus ≥ 15 total in the following Key Performance Indicators 2.2A + 2.2B + 2.2E
- Accredited - Providers scoring between 55% and 74.9% in their overall scoring plus ≥ 10 total in the following Key Performance Indicators 2.2A + 2.2B + 2.2E.
- Providers scoring less than 55% do not receive a certification mark, though receive detailed formative feedback and can be assessed again in the future.

The certification mark is awarded for 3 years subject to BASE receiving an annual self-assessment, updated action plan and current KPIs from the provider service to ensure the service is meeting the requirements.



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Resources

[Quality in Supported Employment Delivery | British Association for Supported Employment \(base-uk.org\)](https://www.base-uk.org)



Resources have been designed and developed to help Supported Employment Providers better understand, deliver, and evidence high-quality employment provision as defined by the SEQF. Resources were developed through a collaboration between BASE, Inclusive Trading CIC, the University of Strathclyde, the University of Sheffield and supported employment providers.

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The Future of SEQF

- The European Union of Supported Employment
- Scaling up Supported Employment
- SEQF is an integral part of the Universal Support program alongside IPS model fidelity.
- Stakeholders becoming more confident in the value of model fidelity



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