



Scottish Union of Supported Employment

SUSE Membership Survey – March 2019

Q1. SUSE membership

There were 26 responses to the survey – 23 current members and 3 organisations who are in the process of joining.

Q2: Representation Responses: (1 = Strongly Disagree – 10 Strongly Agree)	Average Score (1–10)
a. SUSE is representing the views of members to government and decision makers.	7.1
b. SUSE should have a focus on supported employment rather than a wider disability employment agenda.	6.0
c. The SUSE annual subscription is value for money.	6.8
d. SUSE should offer individual memberships for practitioners.	6.7
e. SUSE should organise annual meetings for members in each part of Scotland.	8.2

Comments from respondents

- There has to be a wider focus on the disability employment agenda to support and enhance the delivery of supported employment.
- The ability to have individual membership allows skills to move throughout organisations and not be organisation centric. A great idea - will drive a culture of continuous improvement.
- I think the value of SUSE is related to supporting practitioner training and development and this is an area which could be widened e.g. similar to a CIPD, CIM model as there is currently no body representing those staff who work in employability.
- SUSE would need to have a very clear offer if individuals were to subscribe.
- Useful Scottish voice for the supported employment agenda.
- I am an Employment Coordinator and I would like more support to network and develop my own skills.
- SUSE is a valuable link for organisations large and small who offer any form of employability support to their service users.

Q3: Communication Responses: (1 = Strongly Disagree – 10 Strongly Agree)	Average Score (1-10)
a. SUSE communicates well with its members.	7.3
b. The new SUSE website is a valuable resource.	7.0
c. My organisation is using the new SUSE website regularly.	5.2
d. I usually read the regular bulletin from SUSE.	7.3

Q4. What type of communication have you had from SUSE in the past 3 months?	
Email from SUSE	100%
Twitter	39%
LinkedIn post	15%
1-to-1 with SUSE staff	58%
Attended a SUSE meeting or events	58%
None	4%

Comments (on the Bulletin)
<ul style="list-style-type: none"> ▪ Think we could contribute better. Will think about it! ▪ Very good, clear and concise ▪ It's very difficult to get people's attention vial email due to the sheer volume of emails now being sent and received. ▪ I like it. ▪ Relevant and useful information. ▪ It gets emailed to me from my manager. ▪ The Bulletins are good, not too long and well presented. Perhaps more info on member events would be useful - conscious this requires feedback from members.

Comments (wht can we add to the SUSE website)
<ul style="list-style-type: none"> ▪ Possibly Scottish bidding opportunities/funding streams ▪ Updated list on active supported employment providers including location. Research evidence, info from EUSE ▪ More on social media like Facebook. ▪ The website is very well designed. Last time I checked it still required content for campaigns and consultation. This will be helpful when provided. Perhaps in the meantime member campaigns/responses could be highlighted in this section.

Comments (on communication)

- Due to time constraints at present we have not fully utilised the new website but hope to access the resources as and when required.
- For a small organisation you communicate well.
- Communication is excellent
- I would like access to resources and tools for my own work

Q5. Is your organisation interested in gaining Quality Standard accreditation for your services?

YES	69%	NO	31%
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Q6. What do you think is a reasonable fee to pay for going through a Quality Standard assessment process?

- It depends who evaluates the process and would it be a national standard?
- £200
- £500 max
- Not sure about standard/fees. Seems to be a lot of movement in this direction (including ourselves). How will it fit with Disability Confident etc?
- £200
- Not sure it would depend on volumes of deliver of Participants
- If we carried out self-evaluation on set national standards and peer validation within a partnership approach this would hopefully not incur costs.
- £50
- £200
- I don't really know how much this might cost
- Depends on organisation size - should be tiered to allow everyone to access this. I would also suggest that larger organisations have the option to sponsor other organisations if possible.
- I have nothing to benchmark against but would suggest the value gained needs to be clear in advance. Particularly in the public sector and employability there is very little money for something which does not generate clear benefit.
- £500
- It would depend on the process.
- It would depend on whether it was related to funding, i.e. we needed to have the quality standard in order to apply for funding.
- The fee should be nominal.
- Unsure about obtaining quality standard as our offer of employment support is slightly different. Would be good to know other orgs I refer people to were accredited.

Q7. Did you attend any of the events SUSE has organised in the past year?	
Quality Standard	33%
Disability Employment Gap	42%
Social Security	50%
Unable to attend any events	29%

Q8: If you attended please tell us if these events were useful Responses: (1 = Low – 10 High)	Average Score (1-10)
a. Quality Standard	7.9
b. Disability Employment Gap	8.0
c. Social Security	7.6

Q9. Please tell us about any topics you would like us to run a future event on.

- How are existing programs working? Are they meeting targets etc? What are these targets?
- Engagement with public sector employers; SUSE role in wide SG reform of employability services
- Be interested in doing something with you - around inclusive communication/adjustments etc?
- Quality Standard update
- Supporting disabled people with welfare reform? Support employment framework going forward? One year into Fair Start?
- Strengthening links into the Employment Action Plan
- It would be great to have an open day for practitioners - not just key people from organisations. That allows them to see the work that SUSE does. Build networks with each other and also meet key stakeholders. Share good news stories, section to suggest continuous improvement etc.
- Quality Standard Employability Qualifications and practitioners support networking. Although it is difficult to get away from the office
- Universal credits impact on employment choices.
- Brexit; EUSE; Universal Credit impact
- Employment Coordinators and not just Managers
- Sharing knowledge of best practice by employers in retention; Raising awareness of access to work.
- Access to work and other support for people to remain in or return to work. services of range of organisations - sharing information and engagement.

Q10. Please tell us your priorities for staff training in the year ahead.

The most popular responses were:

- Working with employers
- Job coaching/Training in Systematic Instruction
- Equality Act and reasonable adjustments
- Quality standards / Outcome measurement / Benchmarking
- Supported employment principles and practice
- Individual Placement and Support
- Disability Awareness
- PDA in Supported Employment
- Universal Credit

Other priorities included:

- Presentation skills
- Risk Assessment / Lone working
- Managing compliance
- Person Centred Planning and approaches
- Evaluation
- Scottish Government policy
- Health at work

Q11: Workforce Development Responses: (1 = Strongly Disagree – 10 Strongly Agree)	Average Score (1-10)
a. SUSE should develop a range of training courses for supported employment practitioners.	8.0
b. Our staff are interested in gaining the PDA in Supported Employment.	6.7
c. SUSE should carry out a review of the PDA in Supported Employment to ensure it is fit for purpose.	7.4

Q12. What do you think is a reasonable fee to pay for a staff member to undertake the PDA?

- We haven't had any staff undertake the PDA so unsure the time involved and resources that are supplied
- £500 max
- Not sure: probably depends what & how it fits with SVQ etc
- £500
- £800-£1000
- This is a difficult question as the marketplace cost ranges significantly. Assessment by SUSE on what a fair pricing structure looks like would be useful.
- This should be benchmarked, against similar qualifications levelled on the SCQF
- £500
- We would be unable to afford a fee for this particular award.
- £500 per candidate (for discussion)
- I am keen on the PDA and it being developed so that it becomes something staff want and that we look for in recruitment. Again it comes down to budgets - training budgets always one of the first things to be cut.
- Nominal fee.

Q13. SUSE Initiatives			
	Aware of this but not involved	Involved in this	Interested in participating
The Inclusive Workplace Award	60%	17%	76%
Duo Day	40%	75%	62%
Working with SUSE to deliver a project	60%	42%	71%

Q14. Comments about SUSE initiatives

- Keen to explore how we might work together
- Duo Day could have been more organised and outwith disability organisations
- We were previously involved in the access to work initiative.
- There are already training providers in key areas & so wouldn't see duplication as helpful. Maybe napping what & who is out there would be better use of resources & member fees
- Very keen to investigate the Inclusive Workplace Award
- SUSE requires resources to achieve proposed plans.
- Happy to work collaboratively with SUSE initiatives
- Happy to explore opportunities to engage and support.

Q15. What topics would you like to see covered at the next SUSE conference.

- Engagement with public sector employers SUSE role in wide SG reform of employability services
- I'd like to see events as information/best practice sharing, other events I have been to recently have felt more like 'here's what we do and we are so good' rather than learning sharing
- Not sure: happy to discuss something about improving communication & adjustments
- Health and Work Support Service update from SG and Health provision; Fair Start - outcomes, lessons learned; Employability Fund - what's next; Learning Disability disabled gap
- Fair Start; Equality Act and how it is being used to support disabled people.
- Progress of the Integration and alignment of Employability Services agenda. Changes to Social Services. Bridging the disability employment gap progress
- Universal credit update; Research & evaluation of supported employment
- Supported Employment framework; Fair Start
- Introduction of Fair Start – update; Disabled people in MAs
- SG Employment Action Plan; Inclusive Workplaces
- Would love to hear from a breadth of stakeholders from Scottish Government, to practitioners and hear about some good news stories. If interactive would love to have a section on continuous improvement and solution design.
- Training and Development Networking for practitioners; Sharing of good practice Scottish and UK Government policy context
- Fair Start job outcome for people with LD; DYW what next; Education and Employment when do you ask 'what do you want to be when you grow up'
- Update on Fair Start Scotland progress
- Brexit; Universal Credit; Supported employment for people with complex needs supported employment out-with UK
- Developments in supported employment - is Fair Start Scotland actually delivering any supported employment?
- Rural working
- Next steps on SG activity to close the disability employment gap; What next for employability services; What next for Work Choice post 2021?
- In work support; Self-management for employees