



**DRAFT**

**Supported Employment Quality Standard  
for Scotland**

**V4 01/05/22**

## STANDARDS and EVIDENCE REQUIREMENTS

### The Provider

Quality Standard		Indicators	Sources of Evidence
<b>Leadership and Management</b>	1	The provider has a mission, vision and values including in accessible formats.	Self-Assessment Service Audit
	2	The provider delivers the full 5 stage supported employment model to clients.	Self-Assessment Service Audit
	3	The provider has an appropriate suite of policies including Equality & Diversity, Health & Safety	Self-Assessment Service Audit
	4	The provider has a system for evaluation and improvement of performance in all aspects of service.	Self-Assessment Service Audit
	5	The provider collects data on clients' outcomes and achievements.	Self-Assessment Service Audit
	6	The provider has targets for the proportion of clients entering employment.	Self-Assessment Service Audit
	7	The service has an involvement policy or statement which shows how it involves people who use services in the organisation's development.	Self-Assessment Client Focus Groups
<b>Client consultation and feedback.</b>	8	Disabled people are involved in the running and development of the service at a strategic level.	Self-Assessment Client Focus Group
	9	Regular feedback is collected from clients about their experiences of the service, including complaints and suggestions	Self-Assessment Client Focus Groups
	10	Clients are made aware of their right to complain about the service they receive in an appropriate/accessible format.	Self-Assessment Client Focus Group
	11	Personal and confidential information is protected by secure organisational procedures throughout service delivery in line with GDPR legislation.	Self-Assessment Service Audit

<b>Provider staffing</b>	12	The provider has an organisation chart which clearly reflects the diverse job roles within the team.	Self-Assessment Service Audit
	13	The provider has job roles in keeping with the principles of supported employment.	Self-Assessment Service Audit
	14	There are clear competencies and responsibilities defined for each job role within the organisation	Self-Assessment Service Audit
	15	The provider has an appropriate proportion of front line workers to clients.	Self-Assessment Service Audit
	16	Staff have access to regular support, supervision and performance reviews and they receive adequate support.	Self-Assessment Service Audit
	17	Staff have access to training, learning and development activities	Self-Assessment Service Audit
	18	New staff have access to appropriate induction, training and mentoring.	Self-Assessment Service Audit
	19	The provider can demonstrate that it meaningfully employs disabled people within its own organisation.	Self-Assessment Service Audit
<b>Provider achievements</b>	20	The provider is achieving a sustainment rate of XX% at 6 months and XX% at 12 months for jobs achieved.	Self-Assessment Service Audit

## The Supported Employment Framework

### Stage 1: ENGAGEMENT

Quality Standard		Indicators	Sources of Evidence
<b>The client is supported to make an informed decision about using the Supported Employment provider.</b>	1	Provider marketing materials are available in a range of formats including Easy Read and on-line.	Self-Assessment Service Audit
	2	Clients can contact the service using their preferred method of communication including digital and social media.	Self-Assessment Client Focus Group
	3	Support for clients is provided in accessible locations.	Self-Assessment Client Focus Group
	4	Clients' introduction to the service is friendly, positive and respectful.	Self-Assessment Client Focus Group
	5	Clients' communication support needs are accurately identified.	Self-Assessment Service Audit
	6	The client is supported to express his/her views and opinions and to ask questions	Self-Assessment Client Focus Group
	7	Clients are signposted to alternative provision if they choose not to pursue employment.	Self-Assessment Service Audit
	8	Accessible information is available on all aspects of the Supported Employment Provider and the Supported Employment process.	Self-Assessment Service Audit
	9	An accessible Service Agreement is given to all clients that lays out the service they will receive and their rights.	Self-Assessment Service Audit

## Stage 2: VOCATIONAL PROFILE AND ACTION PLAN

Quality Standard		Indicators	Sources of Evidence
<b>A Person-Centred approach is used to collect relevant information about the client's aspirations, interests and abilities for work.</b>	1	Action Plans are used to support clients through the supported employment process.	Self-Assessment Service Audit
	2	Goals in Action Plans are SMART.	Self-Assessment Service Audit
	3	Action Plans are regularly reviewed and updated.	Self-Assessment Service Audit
	4	Vocational Profiling takes place in an appropriate venue where the client can freely communicate.	Self-Assessment Client Focus Group
	5	Communication and feedback methods are appropriate to the client's learning and communication style and appropriate support is made available to assist this.	Self-Assessment Client Focus Group
	6	The client is supported to understand the purpose of gathering information.	Self-Assessment Client Focus Group
	7	The client is supported to identify and include appropriate others to contribute to the process.	Self-Assessment Client Focus Group
	8	Clients are the owners of all information gathered and their consent must be given to use it.	Self-Assessment Service Audit
<b>Clients are supported to make informed and realistic choices about work and future career development.</b>	9	Clients have support to participate in work tasters and work experience to develop an understanding of specific jobs during the Vocation Profiling process.	Self-Assessment Service Audit
	10	Clients have access to a Better Off In Work financial calculation.	Self-Assessment Service Audit

<b>An individual flexible Vocational Profile and Action Plan is developed with each client.</b>	11	The Vocational Profile and job development plan have been co-produced with the client and others invited by them to participate.	Self-Assessment Client Focus Group
	12	The vocational profile describes the client in a positive way emphasising what they can do.	Self-Assessment Service Audit
	13	The vocational profile avoids generalisations (e.g. independent traveller) but instead describes specific performance behaviour relevant to the client's skills set.	Self-Assessment Service Audit
	14	The Vocational Profile and job development plan set out an employment goal and objectives and describes SMART actions to achieve these.	Self-Assessment Service Audit
	15	Appropriate timescales and opportunities to review and amend the Vocational Profile and job development plan are in place.	Self-Assessment Service Audit
	16	Clients have a signed copy of their own Vocational Profile and Action Plan and decide which other person(s) should receive a copy.	Self-Assessment Service Audit

## STAGE 3: JOB DEVELOPMENT

Quality Standard		Indicators	Sources of Evidence
<b>Appropriate training and support to find a job is made available to the client.</b>	1	Training & support to complete a range of job search activities is available to the client.	Self-Assessment Service Audit
	2	Clients are supported to take the lead in job applications and recruitment processes to the extent that they wish to.	Self-Assessment Client Focus Group
<b>The individual is supported to find an appropriate employment opportunity.</b>	3	Job finding is progressed in an appropriate timescale that meets clients' expectations.	Self-Assessment Service Audit
	4	There is a continuous review & development of job finding activities with the client.	Self-Assessment Service Audit
	5	Vocational profiles and job analysis are used to identify job matches	Self-Assessment Service Audit
	6	The job seeker is supported to make an informed choice on the potential vacancy and move to next stage	Self-Assessment Client Focus Group

## STAGE 4: EMPLOYER ENGAGEMENT

Quality Standard		Indicators	Sources of Evidence
<b>The employer is supported to recruit a suitable candidate.</b>	1	The supported employment service is marketed to and understood by the employer and the employer's needs are assessed.	Self-Assessment Service Audit
	2	Information, advice and awareness training for the employer is available on disability, disadvantage and anti-discriminatory practice and equality & diversity if required.	Self-Assessment Service Audit
	3	A Job Analysis is carried out before a client starts employment.	Self-Assessment Service Audit
	4	Employers are supported to identify appropriate jobs through the use of Job Carving/Job Creation techniques	Self-Assessment Service Audit
	5	Job Coaching is marketed to employers to encourage the recruitment process.	Self-Assessment Service Audit
	6	Clients are supported to take the lead in employer engagement to the extent that they wish to.	Self-Assessment Client Focus Group



## STAGE 5: CLIENT ON/OFF JOB SUPPORT

Quality Standard		Indicators	Sources of Evidence
<b>Clients' job entry</b>	1	There is a valid and stable contract of employment agreed by client and employer.	Self-Assessment Service Audit
	2	The contract of employment reflects the client's preferences for working days, hours, holidays, work patters and rate of pay as closely as practicable.	Self-Assessment Service Audit
	3	The client receives the same rate of pay and benefits as other employees doing the same job	Self-Assessment Service Audit
	4	The Supported Employment Provider works with the client and employer to identify appropriate training & workplace learning that meet both parties' needs.	Self-Assessment Service Audit
	5	An accessible In Work Support Plan is produced with the client. This links clearly to the job analysis and included information on induction, training, job coaching, mentoring etc.	Self-Assessment Service Audit
	6	Employers are supported to make reasonable adjustments and utilise assistive technology that are appropriate to each client's needs.	Self-Assessment Service Audit
<b>The client's training and on the job support is appropriate and effective and encourages workplace independence and progression.</b>	7	The client is supported to participate in the employer's typical induction, training, probation, performance and development procedures and processes.	Self-Assessment Service Audit Client Focus Group
	8	On/off the job support is regularly reviewed and the In Work Support Plan is updated.	Self-Assessment Service Audit
	9	Job coaching is provided for all clients who need it and in line with their individual requirements (e.g. number of hours per week, duration)	Self-Assessment Service Audit
	10	Workplace supports are appropriate to the client's needs and wishes and produce measurable results.	Self-Assessment Client Focus Group
	11	Workplace support is available for a timescale that meets the client's and employer's needs and is reduced as appropriate.	Self-Assessment Client Focus Group
	12	Employers' staff are encouraged and trained to develop natural support strategies.	Self-Assessment Service Audit

	13	Appropriate support and training is provided to enable the client to develop relationships both in and outside the workplace including participating in social events.	Self-Assessment Service Audit
<b>Off the Job Support</b>	14	Off the job support is available to address any issues that impact on the client's work.	Self-Assessment Client Focus Group
	15	The provider establishes and maintains relationships with relevant others that can support the client to maintain employment e.g. housing, health services.	Self-Assessment Client Focus Group
<b>Career development and exit</b>	16	Each client is supported to undertake career development and future planning to gain new skills, increase hours of work and/or income.	Self-Assessment Client Focus Group
	17	Each client is supported to formally exit from the service and has appropriate information to contact the provider at the earliest opportunity that further support is needed.	Self-Assessment Service Audit
	18	Providers maintain light touch contact with clients and employers who have entered employment for as long as they request it.	Self-Assessment Service Audit