

# SERVICE SPECIFICATION

FOR THE PURCHASE OF

*Supported Employment*

This document defines the *Supported Employment Service* purchased by Kent County Council

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## 1. INTRODUCTION

We are committed to achieving equality for all disabled people by 2025, as set out in *Improving the Life Changes of Disabled People (2005)*. This includes the chance for all disabled people to get a job. If real disability equality is to be achieved, work needs no longer to be seen as option for most people with moderate and severe disabilities. The default must be that everyone will have the chance to get a job, ensuring choice about work people do, just as for non-disabled people.

For the purpose of this agreement, employment or work is defined by real jobs in the open labour market that are paid the prevailing wage, or self-employment. It does not mean volunteering or work experience, unless this is part of a genuine pathway to real work. It is about doing a good job that the employer and employee value.

## 2. SERVICE OUTCOMES

<b>SERVICE OUTCOMES</b>
<ul style="list-style-type: none"><li>• Employment is viewed as a realistic goal for people with disabilities by family carers, employers, disabled people, and the wider community</li><li>• Employers understand the strong business case for employing disabled people</li><li>• Improved health and emotional well-being for disabled people through being employed</li><li>• Improved quality of life for disabled people through being employed</li><li>• Improved economic well-being for disabled people through being employed</li><li>• Freedom from discrimination for disabled people in employment</li><li>• Disabled people gain competitive employment skills to ensure they sustain employment</li><li>• There is a focus on employment of more than 16 hours per week</li><li>• Good working relationships are established between the different agencies involved in supporting a disabled person's transition to work including Jobcentre Plus, Welfare to Work providers, Kent Adult Social Services, Connexions, and Further Education</li><li>• Disabled people are supported into employment that matches their skills, abilities, interests and aspirations</li></ul>

## 3. SERVICE OUTPUTS

An effective Supported Employment Service is a partnership model which enables disabled people to achieve sustainable long-term employment and businesses to employ valuable workers. The model has at its heart the notion that anyone can be employed if they want paid employment and enough support is provided. The model is a flexible and continuous process, designed to meet all anticipated needs (British Association for Supported Employment).

A Supported Employment Service must be personalised with a strong focus on delivering tailored support around individual needs. Supported Employment staff will need to take responsibility for guiding and assisting disabled people through all stages of support and all the way to open employment where this is appropriate. The Supported Employment Service will provide services in such a way that the service user is able to feel secure, confident and included in all decisions regarding the service provided to them.

Delivery of Supported Employment should ensure that:

- People receive the support they want
- Employers are well supported to understand the business case of employing disabled people and to successfully employ disabled people
- Services are suitable and accessible to people with a range of needs.

In delivery of the Supported Employment Service, there needs to be a clear aspiration for as many disabled people as possible to work at least 16 hours a week, as this is the point at which most will be financially better off and achieve greater inclusion.

The Supported Employment Service will be available to disabled people eligible for support through Kent Adult Social Services. The Supported Employment service will be available to people 24 hours per day every day of the year, dependent upon when people are employed.

The Supported Employment service will ensure there is a clear and visible framework for support, publicised to disabled people and which enables them to understand the menu of options available to them and to make informed choices.

All people referred to the Supported Employment Service will be assessed using a Vocational Profile, also known as “getting to know you” or “discovery”. Here the aspirations, skills, experiences and job interests of the service user will be identified. Information will be gathered by bringing together all key stakeholders as partners in the Supported Employment Service to understand the type of occupation that best suits a disabled person’s skills and preferences. This may also include job visits, job shadowing and job sampling, dependent upon the needs of the individual service user.

The information from the Vocational Profile will be used to agree a person-centred Development Plan which outlines each individual service user’s pathway to work. Individuals will be offered a menu of options depending on their circumstances, which will include:

- Job Search assistance and support
- Work-focused skills training
- Work trials
- Structured work experience (up to 12 weeks)
- Structured voluntary work (6 – 12 months)
- Transitional employment placement

The Development Plan will be updated regularly and there will be clear milestones with progress clearly documented. There must be justification of each training course, work placement or voluntary work etc., to show how these choices fit with the service user’s needs and employment path. There will be an emphasis on using mainstream support services where appropriate such as Jobcentre Plus programmes, Adult Education and Further Education. Alterations to the Development Plan can take place as service users move along the pathway to work as their needs change.

The Supported Employment Service will actively engage with employers to improve their attitudes towards disabled people and their understanding of what it means to employ a disabled person. The Supported Employment

Service will also negotiate with employers to identify a job that fits with individual service users and employer's needs and interests (customised employment).

The Supported Employment Service will provide in-work job support and assistance to service users entering into employment. An in-work Development Plan will outline all individually tailored support, ensuring that all goals are recorded following the SMART principle (specific, measurable, achievable, realistic and time-bound). The Development Plan must meet the needs of both the disabled worker and the employer, ensuring that both are equal partners in the process. The Development Plan must focus on the business needs of the employer and the additional support and assistance required by the disabled worker. The Development Plan must also address issues of career progression for the disabled worker.

All in-work Development Plans will include an exit strategy for the Supported Employment Service, which is dynamic and person-centred and outline how the support from the Supported Employment Service will fade over time. There will be emphasis on ensuring that Jobcentre Plus programmes are used to their full advantage including Access to Work, Workstep/Work Choice and Train to Gain. Attention will also be paid as to how either Direct Payments or Individual Budgets can be used to fund any ongoing support that is identified.

#### **4. SERVICE PROCESSES**

Eligibility for the Supported Employment Service will be determined by the following criteria:

- Service user must be aged 18 or over and have a physical or learning disability
- Service user must be resident of Kent
- All service users must meet Fair Access to Care eligibility criteria

The key target group for the Supported Employment service will be those disabled people who want paid employment, with an emphasis of 16 hours or more per week.

All referrals must be recorded and include the ethnicity of a language spoken by the service user. All referrals must also include any known or perceived risk in working with the service user, which will include information on risk to the service user, support staff and the wider public.

All service users will have at a minimum 2 formal person-centred reviews per year, which includes family carers, employers and other support staff as appropriate.

The Supported Employment Service will adhere to the European Union Standard for Supported Employment.

The Supported Employment Service will self-assess the quality of the service each year in line with OfSTED's Common Inspection Framework, and provide a Self Assessment Report. There will be a clear action plan produced which outlines a process of continuous improvement of the service. Service users, family carers, employers and other support staff will be involved in the process of self-assessment.

The Supported Employment Service will ensure that all work environments are fully risk assessed against the needs of individual service users.

## 5. SERVICE INPUTS

The Supported Employment Service will ensure that all staff engaged with the delivery of the service are suitably qualified (NVQ level 2 at a minimum) and have the experience and skills to provide the service outputs to disabled people (Vocational Profiling, Pre-work Development Plan, In-work Development Plan, active engagement with employers, and ongoing support to employees and employers).

The Supported Employment Service will ensure that it has the appropriate levels of staff in each locality to work with the specified number of service users, providing cover for holiday, sickness and other absences from work.

The Supported Employment Service will ensure they have the necessary computer equipment and telephones in providing the service. This needs to include access to the internet for job searching activities, and appropriate database for the production of key performance indicators.

## 6. PERFORMANCE MONITORING

<b>PERFORMANCE INDICATORS</b>
<p>Outlined below are the key performance indicators for the Supported Employment Service:</p> <ul style="list-style-type: none"><li>• All service users will be assessed using a Vocational Profile each year</li><li>• All service users will have a pre-work Development Plan</li><li>• At least 30% of service users will enter into paid employment each year with an emphasis of employment of 16 hours or more per week</li><li>• 80% of these service users will sustain this employment for 26 weeks or more each year</li><li>• The service will produce a self-assessment report and outline how it plans to further improve the service.</li></ul>
<p>The Supported Employment Service will collect the following data:</p> <ul style="list-style-type: none"><li>• National Insurance numbers of service users</li><li>• Gender of service users</li><li>• Age of service users</li><li>• Ethnicity of service users</li><li>• Primary disability of service users</li><li>• Number of Vocational Profiles</li><li>• Number of pre-work Development Plans</li><li>• Unpaid voluntary work undertaken by each service user</li><li>• Unpaid work experience undertaken by each service user</li><li>• Paid employment outcomes for each service user, including the numbers of hours worked per week</li><li>• Sustained employment outcomes for each service user, including the number of hours worked per week</li></ul>
<p>The data will be presented in a monthly report in a format agreed with X. Monthly reports will be completed within 4 weeks of each calendar month.</p>

The Supported Employment Service will keep records that ensure they can demonstrate their performance of this agreement. This will show resource inputs, organisational processes and outcomes related to the service and service users.

There will be six-monthly review meetings of this agreement with X. There will be a full annual review involving all parties to this agreement.

## **7. MANAGEMENT AND SUPERVISION ARRANGEMENTS**

In providing this service you must have in place the following policies and procedures:

- a) Quality assurance
- b) Complaints
- c) Equalities and diversity
- d) Health and Safety
- e) Recruitment and selection
- f) Induction and training
- g) Supervision and appraisal
- h) Adult/Child protection
- i) Emergency Procedures/Plans