IPS GROW

Guided Self-Assessment: Information & FAQs

Guided Self-Assessments: Information and FAQs for IPS Teams

The purpose of a Guided Self-Assessment

A Guided Self-Assessment (GSA) will:

- Act as an additional tool to support quality improvement during the fidelity cycle.
- Encourage a culture of self-improvement and best practice within the team.
- Improve IPS teams understanding of the fidelity scale, increasing confidence and independence.
- Provide skills which will allow the team to perform to their best during formal Fidelity Reviews.
- Provide an indication of a team's current performance, focussing attention on areas of development and technical support.
- Support IPS teams to provide a more racially equitable service.
- Allow IPS Grow to identify trends of good practice and where further technical support could be provided.

How are teams selected for a Guided Self-Assessment?

The frequency and need for a GSA can depend on the contractual requirement of the funding provider and as such there is not a prescriptive structure around the delivery of GSAs.

GSAs are viewed as a tool that can support services who:

- are low performing
- experiencing team challenges
- have not had a review for a period of time
- have recently mobilised – used as a tool to identify and support the quality of fidelity delivery

It is important to understand that GSAs are not a tool to prepare services for a fidelity review. Once a team has been selected for a GSA the IPS Grow Lead will make contact.

IPS teams should use internal self-assessment outside of the GSA and fidelity review processes. IPS Grow strongly encourages ongoing/routine self-assessment as good practice, to develop high quality IPS teams.

Upon notification of a GSA:

The team will:

- Agree date for half day GSA date.
- Receive an invitation to a 1-hour planning call meeting, 6-weeks prior to the GSA
- Receive the following documentation:
    - Fidelity, GSA and Race Equity Action Plan - Template
    - Race equity Action Plan - Guidance
    - GSA guidance document (this document)

10 weeks before GSA

- IPS Team is contacted to confirm GSA selection
- Agree the date for the half day GSA
- Agree the location for the review
- Agree date for the preparation session (this should be 6 weeks prior to the GSA)
- Receive calendar invitations for both the preparation session and the GSA
- Receive the following documentation to the team: Fidelity, GSA and Race Equity Action Plan Template.

For new IPS teams we suggest using this time to complete a full self-assessment of all 25 items prior to the 6-week call. This will identify the teams' strengths and areas for growth, support meeting Fidelity Scale item 11 (Executive Team Support for Supported Employment) and foster the self-assessment ethos. It can identify the 4 key fidelity items to look at during the GSA.

6 weeks before GSA

- Meet with the IPS Grow Regional Lead for the 6-week preparation call.
- This meeting should only require 1 hour.
- Agree with IPS team the 4 fidelity items for assessment.
- Agree that the evidence will be provided for the 4 fidelity items on the day of the GSA.
- Talk through Race Equity Action Plan and Performance data snapshot requirements.

You now have 6 weeks to prepare all the evidence and assess against the 4 fidelity items and race equity action plan and provide data snapshot information.

GSA Session

- Face to face meeting, held over half a day.
- Assessment session with IPS Grow Lead, to look through evidence provided and hold discussion about how the items have been scored.
- Discussion about team performance using the performance data snapshot.
- Discussion about the actions and commitments on the Race Equity Action Plan.
- Remember that a GSA is not scored.

The 6-week planning call

- A data sharing agreement is not needed for a Guided Self-Assessment and any evidence should be redacted of identifiable information.
- The planning call is competed virtually and is a 1-hour meeting.
- Opportunity to discuss the process and ask questions with your IPS Grow Lead.
- Agree and decide, who will be reviewed by the IPS Team during the GSA. It is recommended that teams review all of their ESs, with the intent that the process is a team learning exercise (or a cross section for large teams). The approach and representation sample should be consistent across all items. If it is decided all ES will be reviewed, then all ES evidence and practice must be looked at.
- When preparing for the GSA it should not take more than a day to prepare for and complete a Guided Self-Assessment. It is best practice to aim for around 1 hour evidence gathering for each of the items (for a total of 6 hours), with an extra hour for any other admin needed (e.g. note-taking).
- For new teams it is good practice to complete a full self-assessment of all 25 items prior to this meeting. This will identify the teams' strengths and areas for growth, support meeting Fidelity Scale item 11 (Executive Team Support for Supported Employment) and foster the self-assessment ethos. It can identify the 4 key fidelity items to look at during the GSA.
- Agree with the IPS Grow Lead, which four fidelity items to assess. If the team has a current Fidelity Action Plan this can be used as a tool to select the items of most benefit.
- Discussion about the requirement of the race equity action plan and how to complete. Documents and guidance will have been sent upon booking this meeting.
- Discussion about the performance data snapshot. This document can also be found on the Fidelity, GSA and Race Equity Action Plan Spreadsheet. Ensure that this is completed at team level only, looking at the most recent 12 months set of data, covering referrals, access, outcomes and sustainment's.

The needs of the IPS Grow Lead carrying out the GSA

Please ensure the IPS Grow Lead is given:

Before the review:

- Relevant travel and parking information
- Ensure that there is working Wi-Fi access for third parties on site. Please have Wi-Fi and password information ready
- That a room has been booked for the duration of the half day GSA session
- Please provide a list of contacts for key members of the IPS team who will be attending the GSA session

During the GSA session:

The Team Leader or Senior Employment Specialist is available and fully participating in the GSA

- Upon IPS Grow Lead's arrival, ensure that a concise tour of essential areas, including the toilets and the meeting room within the building is provided. Please also provide reviewer with information on fire evacuation procedures.
- In case of an emergency with a member of our team please contact: 020 7947 0305

How to evidence the GSA fidelity items

IPS Grow Leads will **not** conduct interviews as part of a GSA.

The expectation is that the IPS team will look through the evidence and talk to relevant stakeholders, and then present their findings to their IPS Grow Lead. As stated above remember the approach and representation sample for evidence/practice should be consistent across all items and all ES's being reviewed. The team may choose to speak to clients and treatment team colleagues as part of the GSA. Teams should be objective and realistic when scoring themselves and present their evidence and rationale for their score to the IPSG Leads during the GSA session.

Please complete the GSA Template, which is found on the Fidelity, GSA and Race Equity Action Plan, along with the Performance Data Snapshot.

In Appendix B of this document is an **Evidence locator for Guided Self-Assessments** and in Appendix B1 is guidance for **Fidelity items where calculations are required.**

Guided Self-Assessment: Expectations

What will happen during the Guided Self-Assessment session?

The GSA session will take half a day and should, be completed in person.

Fidelity Items (4 in total)

- IPS Team presents their scores and evidence to Leads for each item and explain rationale behind scoring and evidence.
- This session should be conversational, with open exploration about how the fidelity items have been scored against the evidence provided.
- During the GSA, your IPS Grow Lead will talk through recommendations and will identify the technical support that they can provide the team with. Time frames will also be agreed at this point. Remember that this element is not officially scored.
- The aim of the GSA is that it is a collaborative review of the evidence and to agree on a general consensus for identifying what is quality practice and what areas need some further focus and improvement.
- It is in the team's best interest to score items where practice really sits or as close as possible to how the item would be scored in a Fidelity review. This is so the team has opportunity to develop and properly understand what the rationale is behind items for Fidelity review scoring.

Performance Snapshot

- The performance data snapshot again is not scored.
- This is a discussion about the data provided, actions taken, trends and influences.

Race Equity Action Plan

A discussion about the commitment and actions being taken for a minimum of 6 anchors, which must include all 3 data anchors and 1 anchor from Learning, 1 from Processes and 1 from Partnerships.

Following this GSA session:

Teams should complete or update their existing Fidelity Review Action Plan. Team Leaders should identify any internal training and technical support that they can provide. The IPS Grow Lead can also agree and provide technical support. An IPS Grow Lead will provide support to under-performing services and services where EE and integration is impacting service delivery.

Annex A

What is a Guided Self-Assessment?

Guided Self-Assessments (GSAs) are a valuable tool for all teams and services to identify how the team is aligned to the fidelity model. The GSA is carried out at team level, with the support of your IPS Grow Regional Lead and with a focus on a maximum of 6 key areas (Performance, Race Equity and 4 items from the fidelity scale).

GSAs support teams and services to measure their delivery of service, and to foster an ethos of self-assessment. GSAs are an excellent tool to ensure that good performance continues and monitor any areas where the team may need additional support.

Scores from Guided Self-Assessments are indicative of current performance only and must not be used or interpreted as an official fidelity score. As GSAs only examine a maximum of 4 items from the fidelity scale (plus two standing items), it would be impossible to extrapolate a fidelity score based on the 25-item fidelity scale using the GSA methodology.

A full fidelity score can only be obtained by undergoing a full and moderated Fidelity Review, and teams must not publish their GSA scores in the place of a full Fidelity Review.

Why has the process changed?

As the number of IPS teams and cohorts continues to expand, it is becoming increasingly important that teams are set up to succeed. Our Fidelity Policy (published in September 2023) explained IPS Grow's transition towards an impact and performance focussed approach.

The new Guided Self-Assessment process will:

- Simplify and streamline the processes for completing Guided Self-Assessments.
- Reduce the resource and burden required for Leads and increase their capacity to support services requiring more targeted support.
- Formalise and standardise the process for GSAs, as they take on new importance with the refreshed Fidelity Policy.
- Support both new and mature services, to embrace internal self-assessment of the service as a development tool that they can use.

- Support new teams to identify delivery practices which are not meeting fidelity at an early stage.
- Provide teams with practice and a structure to undertake their own quality assurance between formal reviews

Appendix B1

Evidence locator for Guided Self-Assessments

Fidelity Item	Sources of evidence:
1. Caseload size	• Caseload lists for each ES being reviewed – showing status break down such as active/on hold/waiting list/discharged etc
2. Employment services staff	• Service leaflet • 4 weeks of diaries for each ES being reviewed
3. Vocational generalists	• Any policies/guidance showing the role of the ES if these exist
4. Integration through team assignment	• Caseload lists for each ES being reviewed showing which treatment team each referral is assigned to
5. Integration through contact	• Clinical team meeting minutes showing presence of ES • Screenshots of clinical system showing IPS notes/documentation are integrated

6. DWP	• Minutes of any DWP/ES meetings • Diary entries showing meetings
7. Vocational unit	• IPS service structure chart • Minutes of last 3 vocational unit meetings
8. Role of TL	• Field mentoring notes – highlighting timing/frequency and focus on job development • Supervision notes • Documents used to track individual/team targets (if not on a supervision form)
9. Zero exclusion	• Referral and self-referral information • Marketing materials • Any evidence of race equality data compared to local demographics
10. MH Trust focus on competitive employment	• Trust wide dashboard/system for measuring competitive employment and any examples of how this is shared • Marketing materials within Trust • Newsletters mentioning IPS • Vocational strategy plan/action plan being reviewed by Trust • Evidence of questions about interest in employment being asked by Trust – intake assessment forms and review forms

11. Senior executive support	• Steering committee minutes (2-3 previous meetings) • Quality assurance reports
12. Work incentives planning	• Better off in work calculations • Case notes examples of discussions
13. Disclosure	• Case notes examples • Any documents used with clients held outside of notes such as vocational plans, disclosure documents. • Positive disclosure statements/specific information around what ES and client will say • Personal information plans
14. Ongoing work-based VP	• Completed vocational profiles and any supporting case notes/action plans that show updates including contributions from others e.g., clinicians and family members
15. Rapid job search	• Caseload list for each ES showing date of VP start and first F2F contact with an employer
16. Individualised job search	• Employer engagement logs for 2 months for each ES being reviewed

17. Frequency of EE	• Employer engagement logs for 2 months for each ES being reviewed
18. Quality of EE	• Observations of employer engagements – 1 x new relationship and 1 x existing relationship • Engagement should demonstrate the ES learnt about the needs of the employer, described and conveyed what the IPS team could do for the employer, described client's strengths that are a good match for the employer and, arranged a follow update and time with the employer • Please refer to the Fidelity Manual for further information around how to score this item • A field mentoring checklist can be obtained on the Futures Collaboration Platform
19. Diversity of job types	• List of job outcomes obtained by ES's being reviewed (6 months of data)
20. Diversity of employers	• List of job outcomes obtained by ES's being reviewed (6 months of data)
21. Competitive jobs	• List of job outcomes obtained by ES's being reviewed (6 months of data)
	• Case notes examples

22. Individualised follow along support	• In-work support plans
23. Time unlimited follow along support	• Case notes examples • In-work support plans • Service policies/guidance
24. Community time	• 4 weeks of diaries for each ES being reviewed (dates to be within 2 months prior to the review)
25. Assertive engagement	• Any policies/guidance around discharge • Case notes for those who disengaged (2 people)

Appendix B2

Fidelity items where calculations are required

Fidelity item	How to calculate	Self-Assessment Calculation
4. Integration with treatment team through team assignment	For ESs being reviewed, use their caseload list to calculate the percentage of referrals they have received from each team they are assigned to. Only include active clients, do not include referrals who have not yet started a vocational profile. E.g. 30% of referrals are from North Team, 55% of referrals from West Team & 15% from South Team. See fidelity manual p. 46-47 for guidance on how to score.	
15. Rapid job search	For each client on the active caseload of ESs being reviewed, calculate the number of days between VP start and first face-to-face employer contact (either by the ES, client, or both together). For clients who have not yet had a contact, please use the number of days between VP start and day 1 of the fidelity review. Use this list of numbers to calculate the median number of days. Raw data will still need to be provided for reviewers to check the calculation. E.g. 2 6 7 8 21 22 33 39 44 50 55 57 94 (Median is 33 days)	

	See fidelity manual p. 97-99 for guidance on how to score.	
17. Frequency of employer contact	Calculate the number of employer contacts made by each ES in an 8-week period. Divide the number of contacts by the number of weeks. E.g. ES 1 made 42 contacts in 8 weeks, ES 2 made 24 contacts in 8 weeks. Total of 66 contacts made in 16 weeks = 4.1, round down to 4 contacts per week. See fidelity manual p. 104-105 for guidance on how to score.	
19. Diversity of job types	Make a list of job titles for those currently employed on the active caseload of ES's being reviewed (please do not include jobs that people obtained prior to starting IPS). If there are fewer than 10 jobs, please include job starts for the past 6 months. If a title appears twice, the score is not affected but if it appears three or more times, the score is affected. Calculate the percentage of diverse jobs. E.g. Swimming instructor, Teaching assistant, Cashier, Dishwasher, Dishwasher, Accountant, Dog walker, Stocker, Stocker, ~~Stocker~~. There are 9 diverse job types and 10 jobs so 9 divided by 10 = 0.9 and therefore 90% of job types are diverse. See fidelity manual p. 110-111 for guidance on how to score.	

20. Diversity of employers	As above, however using a list of employers rather than job types. See fidelity manual p. 112-113 for guidance on how to score.	
21. Competitive jobs	Use the list of clients employed from each ES's caseload to determine the percentage of competitive jobs. E.g. 10 clients are employed. Nine have competitive jobs and one has a temporary volunteer position. Nine competitive jobs divided by 10 total jobs = 0.9 therefore 90%.	
24. Community based services	Using 4 weeks of diaries for each ES being reviewed, calculate the percentage of their time which is spent in community (number of hours spent in community divided by total number of hours worked per week x 100 = community percentage per week). Use these figures to create a mean/average amount of time spent in community across the ES's. If you have any reasonable adjustments for staff then please explain those to us on the day. See fidelity manual p. 124-125 for guidance on how to score.	