



Moving Intowork Evaluation

2006-7



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Moving Intowork is a project managed by

INTOWORK

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Introduction

Moving Intowork provides employment consultancy and support services to people with an Acquired Brain Injury (ABI) or who have an Autistic Spectrum Disorder (ASD), as well as to employers and support organisations. Moving Intowork is managed by Intowork, a development agency working in the field of disability and employment.

The Moving Intowork (MIW) service is staffed by a Client Services Manager, two Senior Employment Advisers, four Specialist Employment Advisers and an Administrator.

Two Advisory Groups made up of professionals who have a specific interest in ABI, ASD or employment/ training opportunities for people with disabilities provide support to the management and service delivery teams. The employment teams also manage and facilitate service user groups – one for people with ABI and one for people with ASD. Advisory Groups and Service User Groups meet quarterly. Service users are also represented on the Advisory Groups.

The overall aim of the evaluation is to seek views from key stakeholders on service delivery to improve and develop the service. The methodology of the evaluation focussed on four areas:

- the views of service users
- their families, partner, parent or /carers
- their employers
- support/referral organisations

The evaluation follows on from an external evaluation completed in March 2005. Where appropriate, comparisons will be made to standards achieved in March 2005 to measure service progression over the last 18 months.

Since the last evaluation a number of changes have been made to the MIW employment support model. The service no longer has an age restriction and can support people into employment aged from 16 to normal retirement age (age 65). Services have been expanded to include people who have had a stroke and the full range of people on the Autistic Spectrum. The service has a stronger focus on employment outcomes, but National Lottery funding also enables the service to support employability/progression to employment.

In January 2007 the ABI service expanded to fulfil another previously unmet need: to provide a retention/re-deployment and aftercare service to people with Acquired Brain Injuries. This pilot project will run for 12 months with funding from ESF.

The MIW service is funded by:

- European Social Fund (ABI and ASD employment teams)
- European Social Fund ABI retention service

- National Lottery (ABI and ASD employment teams)
- Department of Work and Pensions ABI Work Preparation contract (ABI employment team)
- Lothian NHS (ASD employment team to provide employment support for users attending Autism Initiative support services)

Our European Social Fund and National Lottery funding expires in 2007; we are funded by Lothian NHS until February 2008, and the Work Preparation contract until March 2008.

The future of ESF is still very uncertain, as are developments within the Department of Work and Pensions in relation to MIW's Brain Injury Work Preparation contract. MIW, in common with many parts of the voluntary sector, face changing and challenging times over the next 12 months. Intowork Management Team will continue to support the service in the year ahead and will make all relevant funding bids to try to ensure the future of MIW's employment support service.

The employment team thanks all funders, and all organisations and individuals involved with the service over the last 18 months.

Data for the evaluation was collected, analysed and presented by Susan Laing, Moving Intowork Administrator.

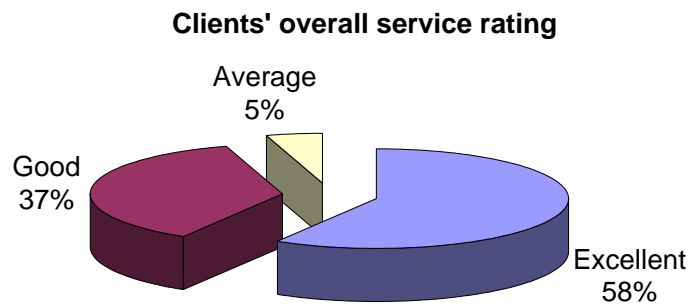
David Bain
Intowork Client Services Manager
April 2007

Executive Summary

The overall aim of the evaluation is to seek views from key stakeholders on service delivery to improve and develop the service. The evaluation was carried out by questionnaire and focused on four areas:

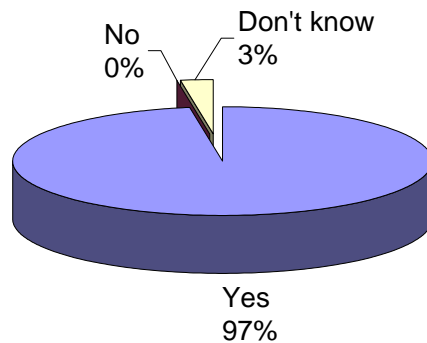
- views of service users
- views of families, partner, parent or carers
- views of employers
- views of support/referral organisations.

Service User Survey



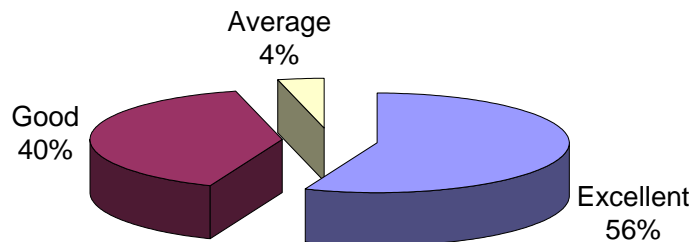
- 101 questionnaires distributed, 41 forms were returned with a response rate of 40.5%
- 95% of service users were satisfied with the overall service they had received from MIW
- 95.1% of service users felt that MIW had met their employment or education goals
- 97.5% of service users felt that MIW had given them a better understanding of how their disability affects them on a day to day basis
- 82.9% of service users identified an improvement in self esteem or confidence since receiving support from MIW
- 65.8% of service users noted improved involvement with other people since receiving support from MIW;
- 70.7% of service users felt that MIW had given them a better understanding of what it means to have or keep a job
- 80.4% of service users felt that MIW had helped prepare them to start or return to work
- 97.5% of service users would recommend MIW to others; one user, representing 2.5% was not sure about this

Would you recommend MIW to someone else who needs help?



Families' Survey

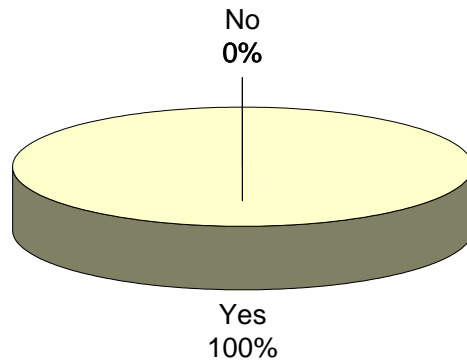
Families' overall service rating



- 52 questionnaires were issued with a return rate of 25 or 48%. In 2005, 32 forms were issued with a return rate of 84%. The service cannot account for the difference in return rates
- 100% of families felt that MIW listened to them, respected them and valued their wishes
- 96.2% of families felt that MIW explained the service well
- 96.2% of families felt that MIW had met their family member's needs
- 92% of families felt they had a better understanding of the services and supports available to help their family member cope and manage their disability, with 8% saying not relevant
- 52% of families felt that family relationships had improved since engagement with MIW, with 12% saying no improvement and 36% not relevant
- 72% of families felt they had fewer concerns for their family member's future since engagement with MIW
- the majority of families noted improvements in confidence, self esteem, independence and readiness for work since engagement with MIW

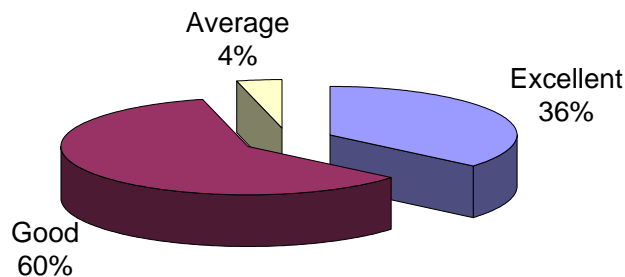
- 96% of families were satisfied with the service they had received from MIW and all families would recommend MIW to others

Would families recommend MIW to others?



Employer Survey

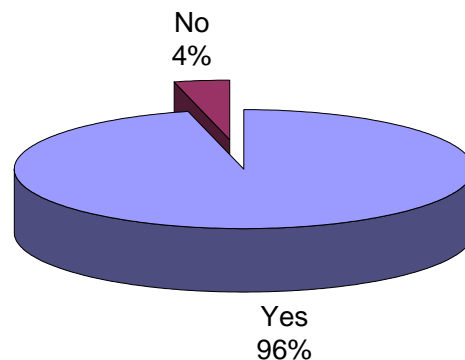
Employers' overall service rating



- 48 questionnaires were issued to employers, 27 were returned giving a response rate of 56.2%. A response rate of 45% was achieved in 2005, a movement of +11.2%
- 96% of employers were satisfied with the overall service provided with only 4% describing it as average
- 96% of employers were satisfied with the initial contact from MIW and felt that MIW had met and understood their needs as employers
- 92% of employers were satisfied with the explanations given on disability and level of support required
- 88% of employers were satisfied with the explanation on service provision and what they could expect from MIW.

- 92% of employers felt that MIW had engaged and integrated with employer's staff well
- 96% of employers felt that the individual had been well supported in the workplace by MIW
- 100% of employers gave high ratings for the professionalism, presentation, communication and conduct of MIW staff in their workplace
- generally employers were satisfied with the 'trouble shooting', on-going support and aftercare provided by MIW staff
- the majority of employers felt the question on MIW's support around job termination was not relevant to them; 5 employers were satisfied with the level of support provided

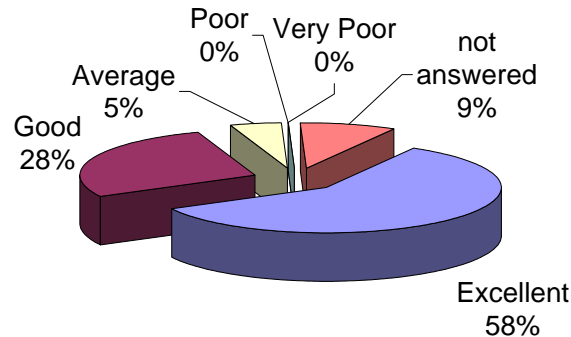
Would you recommend MIW to other employers?



- 96% of employers rated highly the overall service provided by MIW, would use it again and recommend it to other employers
- 84% of employers rated highly their experience of employing someone supported by MIW
- 8 employers had no previous experience of another employment support organisation, the remaining employers felt that MIW compared favourably or better to other similar organisations
- MIW offered to provide disability awareness training and support to 11 employers who returned questionnaires. 10 of these employers were satisfied with the support given; one employer was still to receive the training
- 88% of employers felt more confident to support disabled co-workers in their workplace.

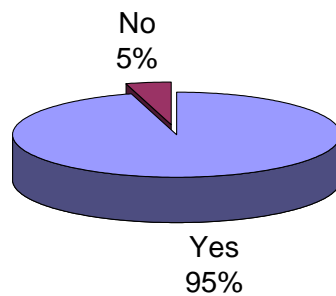
Support Organisation Survey

Support organisations' overall service rating



- 42 questionnaires were issued, 22 organisations returned them, giving a response rate of 52.3%
- 100% of organisations participating in the survey had made direct contact with MIW
- 91% felt that MIW staff had listened, respected and valued their wishes and explained the service well
- 20 organisations provided favourable feedback, two organisations had reservations on certain aspects of the service
- 86.5% of organisations rated the helpfulness of MIW staff highly
- 91% felt MIW had met their expectations
- 82% of organisations felt that MIW had met their clients needs
- 91% of organisations felt MIW had disseminated good practice well
- 77.5% of organisations felt MIW provided a good service that would not otherwise be available to people throughout Edinburgh and Lothian. 18% thought it was average and one organisation rating it “very poor” said there was *‘no evidence of a large number of successful placements’*.
- 86% rated highly the overall experience of working with MIW
- 95% of organisations would recommend MIW to others

Would you recommend MIW to other organisations?



Generally, the vast majority of those consulted were satisfied with the MIW service. Of those consulted, one service user, two support organisations and one employer expressed concerns with their experience of using the MIW service. The reasons provided for concerns generally lie with communication. Recommendations are included on pages 50-56 of this report and this mainly involves improving communication with others.

Update on Recommendations from 2005 Evaluation

Recommendations and areas for further work

In March 2005, Jeremy Weston, independent evaluator, conducted an evaluation into the MIW service. The key recommendations are shown in italics, the action taken to progress the recommendation is shown in bold.

Service Users

- *Several people consulted with an Acquired Brain Injury saw the need for buddying/mentoring work, or informal group work to share experiences and ways of dealing with things.*
- *The group work already begun for this evaluation could be built on to involve people using the service in monitoring and evaluation Moving Intowork's services on an ongoing basis.*

Moving Intowork met with several service users to explore the recommendations. Overall, service users agreed they would prefer to receive one to one support but would like to meet as a group for peer support. Consequently MIW developed two service user groups, facilitated by MIW employment staff. The group aims to meet quarterly and the first meetings of the user groups took place in autumn 2005.

Parents and carers

- *Several of the difficulties identified (in the consultation) seem to relate to a degree of breakdown in communication and the relationship with Moving Intowork when an employment development worker has left and new channels of communication and relationships need to be established. This is always likely to result in some difficulty, but has been identified as an area requiring further work, as has providing more support around career change and doing more work on stigma and Acquired Brain Injury.*

MIW attempted to address this issue by putting in place arrangements for other staff to take over case work when a member of staff left. However, this is a difficult situation for a small organisation to manage. A similar situation developed in 2006 when one member of staff left and another member of staff died in service. Moving Intowork managed this by contacting all service users involved to explain the situation. Staff managed the most critical of case work, while other service users were 'put on hold' until replacement staff were in post. Communication was maintained during this transitional period. All service users, support organisations, employers and families were extremely supportive of MIW during that time.

Providing more support around career change is a tricky situation for MIW, mainly due to funding restrictions. MIW is mainly funded to support service users who are on incapacity benefit or Job Seekers Allowance to find work. Our funding tends not to include people who are in work but looking to progress or change jobs. Where possible we manage this through aftercare support, initiatives such as Access to Work or referral to Disability Employment Advisers or other agencies.

We tackled more work on stigma around ABI through induction training and on a case by case basis.

Employers

- *Again, difficulties here were often linked to changes resulting from an employment development worker leaving and this area is therefore identified as one requiring further work. Equally, based on employers' comments, some attention could be given to ensuring that employers have all the information they require around disability*

MIW places a high importance on disability disclosure and encourages all service users to disclose their disability from the outset. However, MIW is guided by service users – if a service user is reluctant to disclose disability or support needs, then MIW will not discuss these issues with the employer. Inevitably some employers may feel dissatisfied with this approach and when this situation arises, MIW staff will do their best to meet the needs of both parties.

Moving Intowork staff

1. Staff would build on/continue:

- *Transition programmes they have worked with*
- *Service development (group work, working in a wider area, new range of service users)*
- *More marketing*
- *Nurturing contacts*
- *Using successful tools, techniques and ways of working with people using the service.*

2. They would change or do the following differently:

- *Funding (mainstream not grant)*
- *Establish and get funding for aftercare*
- *Involve users of service and parents and carers more*
- *Develop more robust monitoring and service standards*
- *Tighten referral criteria and involve referral agencies more.*

Staff implemented all of section 1. Section 2:

- **we continue to rely on grant funding – it was not possible to get mainstream funding**
- **We have been able to secure a small amount of ESF funding to develop a pilot service for ABI aftercare and retention**
- **We set up service user groups and consult more with families**
- **We continue to work on standards and monitoring**
- **We did not alter referral criteria because the current criteria suits the needs of service users and referral agents**
- **We are working on involving referral agents more**

Service User Survey

The Moving Intowork administrator selected a random sample of service users who had received a service from the Moving Intowork employment service during the period 1 April 2005 to September 2006. A total of 101 questionnaires were distributed to Moving Intowork service users, giving an overall response rate of 40.5%.

Moving Intowork distributed questionnaires as follows:

- 54 questionnaires posted to service users with Acquired Brain Injury (ABI), 21 questionnaires were returned, giving a return rate of 38.8%

- 47 questionnaires to service users on the Autistic Spectrum Disorder (ASD), 20 were returned, giving a return rate of 42.5%

A sample of service users were consulted in 2005; consultation took the form of two group sessions and individual 1:1 meetings with the evaluator, Jeremy Weston. A total of 12 individuals were consulted. For the current evaluation, the Moving Intowork team was keen to seek views from a much larger group of service users and consequently trialled consultation by questionnaire. There were some thoughts that the service user consultation could result in a low return rate. These misgivings proved to be unfounded and the team was very satisfied with an overall return rate of 40.5%.

The questionnaire was developed by the Moving Intowork team, based on the format devised by Jeremy Weston for the evaluation that took place in 2005. On this occasion we cannot make comparisons between the results of the two surveys as the format of the two evaluations were so very different. However, we will be able to use the results of the evaluation in 2006 as a benchmark for future evaluation/consultation.

A very favourable response was received to the consultation, and our findings are based on the views of 41 service users. Service users provided great insight on the impact the Moving Intowork employment service has made to their working lives. Recommendations, mainly around improving communication, are included on pages 48-54.

We thank everyone who took the time to complete and return the questionnaire. The information provided will be used to shape, develop and improve the service in the future.

The following pages summarise feedback received from the service users. Based on feedback from the 2005 evaluation, we have provided data for:

- ABI service users
- ASD service users
- combined totals

SERVICE USER QUESTIONNAIRE

1. How well did MIW explain their services to you?

	ABI		ASD		TOTAL	
	no of replies	%	no of replies	%	no of replies	%
Excellent	9	42.8%	11	55%	20	48.7%
Good	12	57.2%	8	40%	20	48.7%
Average	0	0	1	5%	1	2.6%
Poor	0	0	0	0	0	0

Very Poor	0	0	0	0	0	0
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When asked this question, 97.4% of service users rated this as good or excellent. One individual, representing 2.6% rated the service explanation as 'average'. Service users expressed the following views:

- *clear and concise (ABI)*
- *got leaflets and employment worker explained well (ABI)*
- *they were very clear about what they were going to do (ASD)*
- *the introductory presentation was friendly and informative (ASD)*

2. How well do you feel that MIW staff listened to you respected you and valued your wishes? Was this done in a way that was?

	ABI		ASD		TOTAL	
	no of replies	%	no of replies	%	no of replies	%
Excellent	13	61.9%	13	65%	26	63.4%
Good	8	38.1%	4	20%	12	29.2%
Average	0	0	3	15%	3	7.4%
Poor	0	0	0	0	0	0
Very Poor	0	0	0	0	0	0

More than 60% of service users rated the listening, respecting and valuing question as excellent. Three service users representing 7.4% felt this aspect of the service was average. The remaining service users rated it as good. The following views were expressed:

- *the staff listen and give great support (ABI)*
- *it gives me a lot of confidence when heard (ABI)*
- *I felt that staff were good at respecting my judgement and were open to job suggestions that I made and told me in an unbiased way if my suggestions were good or bad (ABI)*
- *I felt my employment worker listened to what I had to say. He respected the choices I made , discussed the goal or target I had been trying to aim for and showed me how to achieve the goals (ABI)*
- *the course at college I am doing now is exactly what I want to do, thus I was listened to carefully (ABI)*
- *I can't go back to working the way I used to. All I wanted was to get out of the house for a while and they gave me that (ABI)*
- *I am most grateful to all of the staff for the help they have given me (ASD)*
- *Staff are thoughtful and patient enough to answer my questions and also encouraged me to express my own opinions (ASD)*

- they took into account my strengths and weaknesses, likes and dislikes and carefully chose me a job within these criteria (ASD)
- took my wishes into account but applied for jobs I did not want (ASD)

3. How well did MIW meet your employment or education goals?

	ABI		ASD		TOTAL	
	no of replies	%	no of replies	%	no of replies	%
Excellent	5	23.9%	9	45%	14	34%
Good	13	61.9%	10	50%	23	56%
Average	2	9.5%	0	0	2	4.8%
Poor	0	0	1	5%	1	2.6%
Very Poor	0	0				

One person did not answer this question as they felt they had not been with the service long enough to rate it – equates to 2.6%. Just over a third of those consulted rated this question as excellent, but over 50% rated it as good. Two people felt this aspect of the service was average (4.8%), while 1 person (2.6%) felt it was poor. This individual commented ‘after a job failure I was no longer able to use Intowork service’. Other responses include:

- *I know it is not employment worker’s fault, but it takes forever finding a job, applying etc; (ABI)*
- *Was placed into Stevenson College. I chose maths, always hated this subject, had various arguments with college staff and walked out a few times. My employment worker sorted out these problems and I finished up with an ‘A’ (ABI)*
- *I returned to my previous job (ABI)*
- *Still looking for work but doing ok (ABI)*
- *my current course contains all of my passions (ABI)*
- *they have moved me forward and I hope to keep going in that direction (ASD)*
- *the interviews with staff have made me more aware of the range of opportunities out there as well as helping to assess and consolidate the goals I am developing in life (ASD)*
- *If it wasn’t for Intowork, I wouldn’t have retained my job for as long as I did (ASD)*
- *The job placement gave me experience of the kind of job I’d like to do for a living (ASD)*
- *Exactly. I wanted an apprenticeship (ASD)*

4. How well did MIW help to give you a better understanding of how your disability affects you on a day to day basis?

	ABI		ASD		TOTAL	
	no of replies	%	no of replies	%	no of replies	%
Excellent	3	14.5%	11	55%	14	34.2%
Good	9	42.8%	5	25%	14	34.2%
Average	8	38%	4	20%	12	29%
Poor	0	0	0	0	0	0
Very Poor	0	0	0	0	0	0
not relevant	1	4.7%	0	0	1	2.6%

This question was included to assess the disability awareness training aspect of the service. Disability awareness training forms a vital part of the employment service, and particularly the employment service for those on the autistic spectrum. More than half of people with ASD rated this part of the service as excellent, compared to 3 people (14.5%) with ABI.

One person felt the question wasn't relevant to their situation. Two service users on the autistic spectrum expressed very articulately what having Asperger's Syndrome meant to them. Views included:

- *I already understand my disability, it's other people who don't (ABI)*
- *I became registered disabled in 1992 after having suffered a brain stem injury in 1970. Still do not know what my disability actually is because no one has ever told me (ABI)*
- *It is good to get an impartial view of yourself (ABI)*
- *Intowork has always been ready to share their insights, although I sometimes feel that understanding myself may take a lifetime as Asperger's Syndrome is such a puzzle (ASD)*
- *I know myself better. I know I am a mystery to people who do not understand what it is to have an ASD. On a day to day basis I am more aware and yet I have to cope with a fluctuating state of confusion (ASD)*
- *It taught me to exercise my inhibitions (ASD)*
- *It helped me realistically face what I can and can't do (ASD)*

5. Do you consider there has been an improvement in your confidence and self esteem since getting support from MIW?

	ABI		ASD		TOTAL	
	no of replies	%	no of replies	%	no of replies	%
Yes	16	76.1%	17	85%	33	80.2%
No	1	4.7%	0	0	1	2.6%
Not relevant	4	19.2%	3	15%	7	17.2%

5a if yes how much has your confidence and self esteem improved?

	ABI		ASD		TOTAL	
	no of replies	%	no of replies	%	no of replies	%
Greatly	4	23.5%	5	29.4%	9	26.4%
A lot	9	53%	9	53%	18	53%
A little	4	23.5%	3	17.6%	7	20.6%
No change	0	0	0	0	0	0

Questions 5 to 7 were included to measure distance travelled. 80% of service users indicated there had been improvements in their confidence and self esteem since receiving support from Moving Intowork. 17.2% of service users indicated this question was not relevant to them and 1 person felt that there had been no improvement. Over 75% of those estimating improvements had been made, rated this as either 'greatly' or 'a lot'. These findings are a huge encouragement to the employment teams. Generally the success, or otherwise, of the service is measured in terms of employment outcomes. It is extremely useful for the service to be able to gather information on the general progression that service users have made.

We asked a similar question to the families of our service users. 84% of families estimated that there had been either an improvement or a great improvement in confidence and self esteem since engagement with MIW. See page 25 for more information. Views included:

- *I go out a lot more to Headway and with friends (ABI)*
- *I feel the help I have been given filling out applications has given me the confidence to go ahead and fill in applications on my own (ABI)*
- *I felt that after I had been shown me how to 're-word' certain parts of application forms I began to receive a more positive reaction from*

prospective employers ie making the short list. This boosted my confidence greatly when looking for work

- *Intowork put me in contact with Venture Scotland which helped me with confidence and involvement with peers (ABI)*
- *My ambitions have increased greatly (ABI)*
- *gave me confidence meeting people I don't know ie interviews and what to say at interviews and the confidence to phone up for application forms (ASD)*
- *Getting out of the house to speak to an understanding professional is a benefit in itself but also the shift in perspective that I have gained from tackling problems in a positive light (ASD)*
- *I still need more on the job technical encouragement to keep my confidence up (ASD)*
- *I had looked forward for a long time to having a job and this has met all my needs. I very much enjoy the company of my workmates (ASD)*
- *Felt after a counselling session more relaxed and able to deal with work situations better (ASD)*
- *Two unsuitable jobs makes me afraid of ever having a job in the future (ASD)*

6. Has your involvement with other people changed for the better since you started getting support from MIW?

	ABI		ASD		TOTAL	
	no of replies	%	no of replies	%	no of replies	%
Yes	11	52.3%	16	80%	27	66%
No	2	9.5%	2	10%	4	9.7%
Not relevant	8	38.2%	2	10%	10	24.3%

6a If yes, how much more involvement do you have with other people?

	ABI		ASD		TOTAL	
	no of replies	%	no of replies	%	no of replies	%
Much more	2	12.5%	4	30.7%	6	20.7%
A lot	10	62.5%	6	46.2%	16	55.2%
A little	4	25%	2	15.4%	6	20.6%
No change	0	0	1	7.7%	1	3.5%
Not relevant	0	0	0	0	0	0

66% of those taking part in the survey identified their involvement with other people had changed for the better since engagement with Moving Intowork. It is extremely encouraging that 80% of those on the ASD rated improvements in their involvement with other people. The MIW team has found that, generally, people on the autistic spectrum feel more isolated from society than their peers. It is heartening to find that this client group have identified that improvements had been made in this area. Views included:

- *Sometimes looking for work can get demoralising and it is great to have a one to one meeting with a person that understands your needs and gives you encouragement to carry on when you think about chucking yourself in the fire (ABI)*
- *My social interactions are far more beneficial (ABI)*
- *I go out on staff nights out with work (ASD)*
- *Helped me communicate with people more (ASD)*
- *I still do not have much of a social life but as my confidence builds this is likely to change (ASD)*
- *I get on with my manager and colleagues much better these days than I did before I started with Intowork. This is partly due to a change in them too.*
- *It has helped me to understand people better (ASD)*
- *I have taken on a regular commitment at my church since I have been working (ASD)*
- *I have always had involvement but it is getting more pleasant (ASD)*
- *some relationships at work improved after MIW's involvement (ASD)*

7. Has MIW helped to give you a better understanding of what it means to have or keep a job?

	ABI		ASD		TOTAL	
	no of replies	%	no of replies	%	no of replies	%
Yes	12	57.3%	17	85%	29	70.8%
No	6	28.5%	3	15%	9	21.9%
Not relevant	3	14.2%	0	0	3	7.3%

7a If yes, how much more do you know about having or keeping a job?

	ABI		ASD		TOTAL	
	no of replies	%	no of replies	%	no of replies	%
Much more	4	33.3%	5	29.4%	9	31.1%
A lot	4	33.3%	9	53%	13	44.8%
A little	4	33.3%	3	17.6%	7	24.1%
No change	0	0	0	0	0	0
Not relevant	0	0	0	0	0	0

70% of service users estimated they now had a greater understanding of what it means to have or keep a job. 3 people said this question was not relevant to them, while 9 people (or 21.9%) of those taking part in the survey stated that MIW had not given them a better understanding of having or retaining employment. Views included:

- *I feel that having a disability is not an advantage in the way I thought it would be, it is just as tough for 'normal' people and you have to think of something you can offer that makes you employable (ABI)*
- *I gave the {no change} rating because I am already aware and have been for many years of the financial and psychological benefits of a person who has and continues to remain in employment (ABI)*
- *Before I got involved with MIW I felt pessimistic about possible achievements (ABI)*
- *finally I have a greater understanding of work (ASD)*
- *made me realise how important money is as I was on benefits and kept getting money each week for sitting at home some of the time (ASD)*

- *I feel that having a job will give me a greater feeling of connection with society as well as the achievement of earning my own money (ASD)*
- *Despite good help from Intowork I'm still uneasy about whether my employment will survive until I retire in 13.5 years time (ASD)*
- *It's kept my attitude active. I'm ready to start work and I've got everything crossed that this time I'll keep it.*
- *I realised good time keeping is important. Being well turned out is important too (ASD)*
- *Now I know it's something that is beyond me (ASD)*

8. Did MIW help prepare you to start or return to work?

	ABI		ASD		TOTAL	
	no of replies	%	no of replies	%	no of replies	%
Yes	17	81%	16	80%	33	80.4%
No	2	9.5%	1	5%	3	7.4%
Not relevant	2	9.5%	3	15%	5	12.2%

8a If yes, how well did MIW prepare you to start or return to work?

	ABI		ASD		TOTAL	
	no of replies	Percent age	no of replies	Percent age	no of replies	Percent age
Excellent	7	33.3%	9	56.25%	16	43.3%
Good	12	57.2%	9	31.25%	17	45.9%
Average	2	9.5%	1	6.25%	3	8.1%
Poor	0	0	1	6.25%	1	2.7%
Very Poor	0	0	0	0	0	0

80% of people taking part in the survey said that MIW had helped to prepare them to start or return to work. Three people (7.4%) felt that MIW had not helped them to find or retain employment. One person (2.7%) felt that MIW's support had been poor, while over 90% rated this as 'good' or 'excellent'. Three people rated the support as 'average'.

We asked families to rate their family member's readiness for work. 80% of families taking part in the survey rated that their relative had made improvements to readiness for work. One relative did not answer this question, while four families estimated there had been no change. See page x for more information. Other views include:

- *before MIW nobody had ever helped me with employment matters (ABI)*
- *It got me out and meeting people. When a job arose they were there (ABI)*
- *they helped me with filling in application forms and gave me interview techniques including the experience of a mock interview (ABI)*
- *they have gone over interview techniques with me (ABI)*
- *I needed to be stretched before starting work and the course I'm doing now gives me hope (ABI)*
- *this was my first job (ASD)*
- *not many people would help you with CVs or even filling in job applications until you are able to do it yourself (ASD)*
- *I found the service excellent. They helped me to prepare myself for my first paid job (ASD)*
- *The extra support was very useful and helpful at the beginning (ASD)*
- *Because it gave me an idea of what my desired job involved (ASD)*
- *The preparation was good but the experience of starting jobs went very badly (ASD)*

9. How satisfied are you with the overall service you have received from MIW?

	ABI		ASD		TOTAL	
	no of replies	%	no of replies	%	no of replies	%
Excellent	11	52.5%	13	65%	24	58.6%
Good	9	42.8%	6	30%	15	36.6%
Average	1	4.7%	1	5%	2	4.8%
Poor	0	0	0	0	0	0
Very Poor	0	0	0	0	0	0

More than half of service users taking part in the survey rated that the overall service they had received from MIW as 'excellent'. Two people felt it was average, while the remainder (36.6%) felt it was good. Views include:

- *I work in a job I can do and I'm still there (ABI)*
- *I found the service was good and I was nearly always seen on time. The staff were eager to help me find jobs and even offered me a cup of coffee to make me more relaxed (ABI)*

- *MIW has benefited me by showing me how to approach various organisations re future employment (ABI)*
- *The service I got was excellent (ABI)*
- *From the start until now, personal situations have been of utmost consideration (ABI)*
- *They help me out, even when there are problems at work (ASD)*
- *It is a service with empathy and specialist knowledge (ASD)*
- *They are willing to work with me! (ASD)*
- *They took into account when I am free and what time of day I am best suited to work (ASD)*
- *'Average' is balanced by very good support while I was with Intowork and the way it all ended badly and suddenly (ASD)*

10. Would you recommend MIW to other people who might need the service?

	ABI		ASD		TOTAL	
	no of replies	%	no of replies	%	no of replies	%
Yes	21	100%	19	95%	40	97.4%
No	0	0	0	0	0	0
Not sure	0	0	1	5%	1	2.6%

97.4% of service users stated they would recommend the service to others. One person indicated they were unsure about this. Views include:

- *The help I've had is second to none (ABI)*
- *Yes, I would recommend it to others because unlike other job search schemes you are dealt with on an individual basis (ABI)*
- *An impartial view of personal situations are taken as important*
- *When I was on incapacity benefits I saw no future. Intowork helped me get of benefit (ASD)*
- *MIW is motivating and you don't feel so alone (ASD)*
- *They were so helpful to me in many ways (ASD)*

11. Additional comments:

The following additional comments were provided:

- *we have no current contact with MIW, but when we did the staff were extremely helpful (ABI)*

- *It would have been good to know where legally I stood with the Disability Act (ABI)*
- *As much as I like the staff, I am not in employment which is a disappointment. I know my situation is awkward but feel there is less and less chance of me working again (ABI)*
- *it is encouraging these organisations exist (ASD)*
- *I'll need Intowork more than ever if my job were ever to come to an end (ASD)*
- *I would recommend plenty of three way meetings: Employer, employee/client and support worker. Also training in assertiveness techniques and how to stand up to a bullying employer! (ASD)*
- *My standard opener is that I wish all this had happened much earlier in my life. But it's here and is definitely a case of better late than never. People like me do have a disorder but not a disability. Where we fit in is open to debate but we deserve to be recognised and listened to! I am grateful MIW exists. Wishing to say thank you for that fact and the help and assistance it provides (ASD)*
- *Thank you very much for organising my summer job and helping me at the start (ASD)*

Families' Survey

The Moving Intowork administrator issued 52 evaluation questionnaires to service user families that had contact with Moving Intowork during the period 1 April 2005 to September 2006. This approach was adopted to respect the service users whose families have no involvement with the Moving Intowork (MIW) employment service. Questionnaires were distributed as follows:

Distributed to partners, parents or carers	Returned	%
ABI 16	9	56.25%
ASD 36	16	44.46%
52 total	25	48%

The questionnaire was loosely based around the questionnaire devised by Jeremy Weston for the 2005 survey, with a number of additional questions to:

- gather information on the impact the MIW service has made to family life
- collect information on the progress individuals had made from the perspective of their family

In 2005 Jeremy Weston issued 32 forms to parent/carers and 26 were returned, giving a reply rate of 84%. As the current questionnaire is so very different to the questionnaire issued in 2005, it is difficult to make a comparison between the two evaluations. However, we have included the outcome from the 2005 survey for the questions that featured in both questionnaires. If we take the 2005 survey as a benchmark (for those 5 areas) families expressed higher satisfaction levels in the current survey.

In 2005, 88.4% of families said they would recommend MIW to others. In 2006 every family participating in the survey said they would recommend MIW to others – a movement of +11.6%.

Families provided feedback on the Moving Intowork service and provided great insight on the progress our service users had made. It is evident from the response received that families identify with the Moving Intowork service and feel that it provides a valuable service to all.

Two respondents raised issues with MIW outside the scope of the survey and MIW has replied to these individuals directly.

Moving Intowork thanks all who took the time to complete and return our questionnaire.

Families Survey

1. Have you had any direct contact with MIW?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Yes	24		96%	
No	1		4%	

1a When in contact with MIW, how well did you feel that MIW staff listened to you, respected you and valued your wishes?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	18	<i>16</i>	72%	<i>72.7%</i>
Good	7	<i>5</i>	28%	<i>22.7%</i>
Average	0	<i>1</i>	0	<i>4.6%</i>
Poor	0	<i>0</i>	0	<i>0</i>
Very Poor	0	<i>0</i>	0	<i>0</i>

All those taking part in the survey identified that MIW staff had listened, respected and valued their wishes. One individual commented “member of staff

listened, questioned and responded sympathetically.’ Another individual said ‘we were given clear and informative information and all our anxieties and worries were lessened with the more info we were given’. A parent commented ‘Andrew’s* contact worker was very positive and kept us informed about everything’. Another parent said ‘I felt a lot of time and commitment was given to my son to find him a job’. Finally, once parent stated ‘I have spoken on various occasions with the whole of the Asperger Team. They each listened to what I said and I felt they took on board what I had to say and responded in a clear, positive way. Other views included:

- *staff listened to my concerns*
- *my views were listened to and I felt valued as an individual*
- *very friendly and efficient service*
- *she was very helpful and understood the problems well*
- *they took the time to find out about my son through listening to me*
- *staff did listen and try their best to help*
- *because they listened to what I had to say and they were very understanding*
- *always courteous and respectful*
- *very professional service*
- *staff listened to nature of the problems and tried doggedly and ultimately successfully to place my son*

In the course of 2006, one member of staff resigned and sadly, one member of staff died in post. Two parents felt they had received a better service from the original staff members than the replacements and provided these opinions in the evaluation form. We have taken their comments into account and made contact with the individuals concerned to address these issues. MIW appreciate that there can be difficulties when new members of staff take over existing clients, particularly in relation to establishing working relationships, gaining trust and managing expectations. MIW has worked on standardising working practices to limit the potential for these issues to arise in the future.

2. How well did MIW explain the service to you and your family?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	16	<i>14</i>	61.6%	<i>53.9%</i>
Good	9*	<i>7</i>	34.6%	<i>27.0%</i>
Average	1	<i>3</i>	3.8%	<i>11.5%</i>
Poor	0	<i>0</i>	0	<i>0</i>
Very Poor	0	<i>2</i>	0	<i>7.6%</i>

* One parent gave ratings for the service provided by two employment workers; the sample size has been adjusted to 26 to take account of these views. All

those participating in the survey felt that MIW had explained the service well. Typical comments included:

- *I understood the account fully*
- *everything was very clearly put across to us*
- *they were very informative and helpful*
- *each step of the process was explained clearly*
- *I understood how they could help*
- *very detailed explanation of services and brochure provided*
- *took time to explain the service fully, without rushing*
- *was very comprehensive with her information*
- *John Walker initially explained the service to us and he was a consummate professional*
- *service was realistically outlined*

3. How well did MIW meet your family member's needs?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	12	<i>13</i>	46.2%	<i>52%</i>
Good	<i>13*</i>	10	50%	40%
Average	0	1	0	4%
Poor	<i>1*</i>	1	3.8%	4%
Very Poor				

* One parent gave ratings for the service provided by two employment workers; the sample size has been adjusted to 26 to take account of these views

92% of families felt that MIW had met their family member's needs. Views included:

- *kind and effective action taken – process is still on-going*
- *by providing outside help to us, so often you feel isolated so we felt calmer plus our son listens more to others*
- *helped her find employment*
- *it took a bit of time but the job result was perfect*
- *they saw her as a person with individual needs, concerns, worries etc and have built up her self esteem and confidence making her feel{positive}*
“yeah, ok you might not be able to do x,y or z but you so have something to offer prospective employers”
- *finding work has helped my son and he couldn't have done it without you*

- *you enabled my son to find work and he is now into his 5th year of employment with the same employer*
- *took the time to get to know him and met on a regular basis*
- *by using all available agencies*
- *I don't expect any more feedback but I am not always clear about how things are moving forward. However, they seem to know and that is what is important*
- *his worker worked hard to find employment suited to my son and had they still been with you I have no doubt he would be in regular employment today*
- *my husband got the best job he would have been capable of doing at that time and was monitored almost every week*
- *he was not at all easy to find something suitable but MIW kept on trying until the match was right*

4. Do you feel you now have a better understanding of the services and supports available for your family member to help them cope and manage their disability?

	no of replies	% overall questionnaire replies
Yes	23	92%
No	0	0
Not relevant	2	8%

5. Has engagement with MIW improved your relationship with your family member?

	no of replies	% overall questionnaire replies
Yes	13	52%
No	3	12%
Not relevant	9	36%

5a Do you have fewer concerns for your family member's future since their engagement with MIW?

	no of replies	% overall questionnaire replies
Yes	18	72%
No	7	28%
Not relevant		

MIW did not ask for additional information to the questions above, but it is clear from the responses given that the vast majority of families have more understanding of the services available to help people with Acquired Brain Injury or those on the Autistic Spectrum to manage their disability. Over half of those responding felt that family relationships had improved since engagement with MIW. Almost three quarters of those taking part in the survey affirmed they now had fewer concerns for their family member's future.

These matters are extremely important to Moving Intowork. In line with Intowork's stance on bringing about improvements in social inclusion through employment, our National Lottery Funding includes objectives on support to families and carers; this includes:

- greater access to information on services available
- to provide support so that families to have reduced concerns regarding their family member's future
- Improvements in family relationships.

The results of the evaluation will be used to feed back to the National Lottery on the progress the MIW team has made towards these objectives.

6. How would you rate your family member's progress since receiving support from MIW?

	Great improvement		Improvement		No Change		not answered	
Confidence	10	40%	11	44%	2	8%	2	8%
Self Esteem	7	28%	14	56%	2	8%	2	8%
Independence	6	24%	16	64%	1	4%	2	8%
Readiness for work	7	28%	13	52%	4	16%	1	4%

MIW included the above question in the questionnaire to seek information on distance travelled from those closest to our service users. It is clear from the replies received that families have noted improvements with their family member's self-esteem, confidence, independence and readiness for work. Service users were asked similar questions, yet overall families noted a higher degree of progress than the service users themselves. We provide two obvious reasons for this difference – generally when people self-evaluate they underestimate their own abilities, successes and improvements. Additionally a number of our service users have difficulties with insight – this is a common trait for people who have an acquired brain injury or who are on the autistic spectrum.

Families provided the following views on progress made:

- *he has achieved lots of personal goals and is so confident in his achievements through his job that he would like to progress to higher level*

- *she has always been ready for work and always wanted to work but needed assistance to achieve this*
- *only started work experience last week but already there is a difference*
- *the support we have received has been excellent and has made a big difference to my husband's progress*
- *our son was already very confident despite his disabilities but it is unlikely he would ever have been in employment had it not been for MIW's input*
- *improvements in all areas but as yet no permanent job found – process on-going*
- *it is good to see our daughter progress, there are times when she is still full of self-doubt and worry but her support worker talks through her fears and helps her to progress and have more self belief*
- *there is an improvement, some things have changed for the better, some things haven't but I can live with that*
- *I think the placement is very good for my son because of the relationship with staff. I think he is quite confident but his self esteem is good when he is there. I think his readiness for work fluctuates! Sometimes he works hard, sometimes he is tired. His health has not been good recently*
- *my son has had a short term contract with an employer, he enjoyed the work and gained confidence and an increased self esteem*
- *I think my husband needs pushing a bit more. There was progress in the early days, but there was no contact with MIW for some time after John died and no progress since then*
- *my son was progressing well, but things went downhill after his worker left*
- *I don't feel I can make a judgement on confidence, self-esteem and independence partially because my son doesn't give much away unless pressed and because any improvements could be due to other factors in his life*

7. How would you rate the overall quality of the service you have received from MIW?

	no of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	14	<i>14</i>	56%	<i>54%</i>
Good	10	<i>6</i>	40%	<i>23%</i>
Average	1	<i>2</i>	4%	<i>7.6%</i>
Poor	0	<i>3</i>	0	<i>11.6%</i>
Very Poor	0	<i>1</i>	0	<i>3.8%</i>

Families expressed the following views on the overall quality of service they have received from MIW:

- *it has been an immense help to have MIW on side*
- *Our son would not have moved on to work experience if he had not had support from an outsider; he needs motivation and not just parents that suggest things. He will take advice from others*
- *staff willing to provide on-going support when necessary*
- *The service was very helpful but our son was very reluctant to participate. He hates the label autistic/Asperger*
- *have always been kept informed of relevant details*
- *always took the time to help with any concerns I had about the job*
- *they listened to my concerns and took my wishes into account when working with my son*
- *Intowork helped me as a mother as I was in the dark for years*
- *Overall the result was very good. A good position was found and the job result was perfect*
- *Because MIW kept on trying to find something suitable and always maintained a good open relationship with my son. And even escorted him when he was placed. Very many thanks*

8. Would you recommend MIW to other families?

	no of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Yes	23	23	100%	88.4%
No	0	3	0%	11.6%

100% of those participating would recommend MIW to others. Families expressed that MIW is a useful support system for service users and their families. Others expressed the view that it is valuable for people with disabilities to have a sympathetic adviser who is not a member of the family to take the complicated administration over (job search and benefit matters), or defined their answer as a *‘good service to provide for parent/carers who often feel isolated’*. One mother said she recommended MIW to others because *‘Intowork cares’*. Others echoed the view that MIW is a *‘professional, understanding service’* or *‘there is help out there, services are now giving us hope for employment for our young people.’*

One parent felt they would recommend MIW to others *‘on the proviso that progress is likely to depend on how close the client is to the “average” service user. The case worker also makes a huge difference’*.

One parent said 'MIW did not forget about my son even though no readily available solution could be found'.

Another parent replied 'without thinking twice. A very much needed and valuable service. He was at home all day doing nothing, all day with no motivation or support to apply for jobs. MIW has turned his life around and made him a happier and more complete person who feels valued and respected'.

9. Further comments on experiences of Moving Intowork's services

Below is a selection of additional remarks that partners, parents and carers made:

- *A big thank you to all the staff for their hard work and patience. They persevered and stuck with my son (although he was difficult at times) and it sometimes seemed as though he wouldn't find the right job but it paid off in the end when he got the job of his dreams. We can't thank you enough and feel privileged to have been involved with a worthwhile organisation'*
- *I hope MIW's services will be there when other parents in a similar situation need help*
- *It's been a pleasure for us as a family to have had involvement with the service*
- *It is difficult for a parent's advice to be taken positively and although my son's employment is not answered he is much more confident and better prepared for a job. Other members of my family have commented on his improved frame of mind. For myself, the relief at not being primarily and directly responsible has been enormous.*
- *To my knowledge it is presently the only group I know which does what it states in their logo, does it well and has a lengthy history and experience in this field. Scotland needs a specific Intowork in each major town and city, modelled on the one in Edinburgh. Intowork needs to expand carefully but steadily.*

Employer Survey

Moving Intowork sent questionnaires to 48 employers, selected at random by the project administrator. The employers had provided job or work placement opportunities to MIW service users for the period covering 1 April 2005 to 30 September 2006. Separate data for ABI and ASD employers was not collected.

27 employers returned the questionnaire, a response rate of 56.2%. This is an excellent return rate given employers' work commitments and compares favourably to the survey undertaken in March 2005 which achieved a 45% return rate (a movement of +11.2%).

The figures below are based on 25 replies. One employer returned the form but didn't complete it (they had not been involved in the initial recruitment process and cited data protection issues) and one form was received extremely late. We omitted the incomplete questionnaire and the late questionnaire from our data analysis.

The employer questionnaire was based around the questionnaire developed by Jeremy Weston for the 2005 survey. It was adapted to include questions on disability awareness training and support. Two questions from the original questionnaire were condensed and due to the length of the form, a decision was taken to amend the original questionnaire giving only one box at the end for additional comments. Nine respondents provided additional comments (36%). Additional comments are useful to the service, as it provides weight or reasons for the ratings. In future surveys more opportunities will be included in the employer questionnaire for additional comments.

We thank all employers for taking the time to complete and return the questionnaire.

INITIAL CONTACT

1. How would you rate the initial contact from MIW?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	10	<i>8</i>	40%	<i>38%</i>
Good	14	<i>12</i>	56%	<i>57%</i>
Average	1	<i>0</i>	4%	<i>0</i>
Poor	0	<i>1</i>	0	<i>5</i>
Very Poor	0	<i>0</i>	0	<i>0</i>

2. Taking into account disclosure requirements how well did MIW staff explain the person's disability and level of support required?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	11	<i>10</i>	44%	<i>50%</i>
Good	12	<i>6</i>	48%	<i>30%</i>
Average	1	<i>2</i>	4%	<i>10%</i>
Poor	0	<i>2</i>	0%	<i>10%</i>
Very Poor	1	<i>0</i>	4%	<i>0%</i>

3. How well did MIW staff explain the service that would be provided and what you could expect from MIW?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	9	<i>9</i>	36%	<i>41%</i>
Good	13	<i>8</i>	52%	<i>36%</i>
Average	2	<i>4</i>	8%	<i>18%</i>
Poor	0	<i>1</i>	0%	<i>5%</i>
Very Poor	1	<i>0</i>	4%	<i>0%</i>

All employers in the survey were satisfied with the initial contact from MIW; there was an increase in the 'good' or 'excellent' ratings compared to the evaluation carried out in 2005.

Disclosure

MIW staff explain the advantages of disability disclosure to all service users. Staff will encourage and support all service users to disclose their disability to the new employer, yet a number of service users make the informed choice not to do this; when this occurs MIW staff will respect their clients' decisions. Based on service user's wishes specific disability and support needs might not be raised with the employer prior to employment commencing and occasionally disability disclosure discussions will take place with the employer once a service user has had difficulties at work. This was the case for one employer in the survey who rated MIW's explanations around disability as 'very poor' and commented *'we were not made aware of employee's disability issues until contact was made regarding an on-site issue some weeks after employee commenced'*.

MIW recognises that there is no easy solution to disability disclosure and accept that some employers will not be satisfied with the approach taken. However, the employment team feels that service user views must be taken into account at all stages of the employment process, including the final appointment stage.

Overall, 24 out of 25 employers were satisfied with MIW's explanations on disability and support needs. 22 employers rated the service explanation as 'good' or excellent. One employer rated questions 2 (disclosure) and 3 (service explanation) as 'very poor'.

When the results of the current evaluation are compared to the evaluation that took place in 2005, we find that there is an overall increase in the 'good' and 'excellent' ratings for the initial contact part of the process.

EMPLOYER NEEDS

4. How well did MIW staff understand your needs as an employer?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	7	<i>6</i>	28%	<i>32%</i>
Good	18	<i>12</i>	72%	<i>63%</i>
Average	0	<i>1</i>	0	<i>5%</i>
Poor	0	<i>0</i>	0	<i>0</i>
Very Poor	0	<i>0</i>	0	<i>0</i>

5. How well did MIW staff meet your needs as an employer?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	11	<i>9</i>	44%	<i>47.5%</i>
Good	11	<i>9</i>	44%	<i>47.5%</i>
Average	3	<i>1</i>	12%	<i>5%</i>
Poor	0	<i>0</i>	0	<i>0</i>
Very Poor	0	<i>0</i>	0	<i>0</i>

6. Please rate how well MIW staff integrated and engaged with your staff?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	9	<i>10</i>	36%	<i>55%</i>
Good	14	<i>3</i>	56%	<i>17%</i>
Average	1	<i>3</i>	4%	<i>17%</i>
Poor	0	<i>0</i>	0	<i>0</i>
Very Poor	0	<i>0</i>	0	<i>0</i>
Unknown	1	<i>2</i>	4	<i>11%</i>

7. Please rate how well the individual in your workplace was supported by MIW?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	7	<i>10</i>	28%	<i>48%</i>
Good	17	<i>9</i>	68%	<i>43%</i>
Average	0	<i>2</i>	0	<i>9%</i>
Poor	0	<i>0</i>	0	<i>0</i>
Very Poor	0	<i>0</i>	0	<i>0</i>
not known	1	<i>0</i>	4%	<i>0</i>

All employers participating in the survey rated that MIW staff had **understood** and **met** their needs as an employer. There was also satisfaction with the manner in which MIW staff had integrated and engaged with staff in the workplace. Employers also rated workplace support highly. However, one employer stated *'the employee has now left employment without any notice being given and no contact from Intowork staff'*.

One employer said *'I have found the support provided by Moving Intowork very useful to me as a line manager. Overall I would recommend having access to the advice of a support worker to anyone who has to be the line manager for a colleague with an autistic spectrum disorder – it is essential'*.

When the results of the current evaluation are compared to the evaluation that took place in 2005, we find that there is an overall increase in the 'good' and 'excellent' ratings.

MOVING INTOWORK SUPPORT SERVICE

8. 8. How would you rate the professionalism/ presentation / communication and conduct of MIW staff in your workplace?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	13	<i>*</i>	52	<i>*</i>
Good	12	<i>*</i>	48	<i>*</i>
Average	0	<i>*</i>	0	<i>*</i>
Poor	0	<i>*</i>	0	<i>*</i>
Very Poor	0	<i>*</i>	0	<i>*</i>

*Question 8 was presented in a different format; therefore a comparison to 2005 survey cannot be made

9. How would you rate problem resolution/ 'trouble shooting'/on-going support and aftercare provided by MIW staff in your workplace?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	6	*	24	*
Good	14	*	56	*
Average	1	*	4	*
Poor	0	*	0	*
Very Poor	0	*	0	*
not applicable	4	*	16	*

*Question 9 was presented in a different format; therefore a comparison to 2005 survey cannot be made

10. How effective was MIW's support around job termination?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	1	4	4%	23%
Good	4	3	16%	18%
Average	0	0	0	0
Poor	0	0	0	0
Very Poor	0	0	0	0
Not relevant	20	10	80%	59%

11. How would you rate the overall quality of service provided by MIW?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	9	10	36%	50%
Good	15	7	60%	35%
Average	1	3	4%	15%
Poor	0	0	0	0
Very Poor	0	0	0	0

12. How would you rate your overall experience of employing someone supported by MIW?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	8	7	32%	35%
Good	13	8	52%	40%
Average	2	5	8%	25%
Poor	2	0	8%	0
Very Poor	0	0	0	0

13. How would you rate MIW in comparison to other (employment/ disability) services or employment services you have used?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	8	4	32%	20%
Good	8	8	32%	40%
Average	1	1	4%	5%
Poor	0	0	0	0
Very Poor	0	0	0	0
not used other services	8	7	32%	35%

14. Would you recommend MIW to other employers?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Yes	24	18	96%	78%
No	1	0	4%	0
no answer	0	5	0	22%

15. If the opportunity arose would you engage with MIW again?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Yes	24	*	96	*
No	1	*	4	*

*Question 15 is an additional question to the 2006 survey.

MIW cannot compare the results of questions 8, 9 or 15 to the evaluation that took place in 2005. The format to questions 8 and 9 had been changed while question 15 is an additional question.

All of the employers rated that MIW's staff for professionalism, presentation, communication and conduct as either 'good' or 'excellent'.

20 employers rated MIW support around problem solving, on going support and aftercare as 'good' or 'excellent, with one employer rating it as 'average'. Four employers felt this question was not relevant.

When employers were asked 'how effective was MIW's support around job termination', 80% (43.5% in 2005) identified this issue was not relevant. MIW still consider this is an important question to ask, as support is given to both employers and employees when employment comes to an end. However, consideration will be given to seek this information in a different format in future.

96% of employers rated the overall quality of service provided by MIW as 'good' or 'excellent', while 4% (1 employer) rated it as 'average'. This compares favourably to the results from the 2005 evaluation, when 65.2% of employers made 'good' or 'excellent' ratings.

An employer said *'the service I received from Moving Intowork was based on both my needs and that of *Mark. Mark needed very little assistance from one care worker; therefore from the very beginning one care worker was not required in my store. It was, however, reassuring to know that the care worker was available when needed and she constantly kept in touch to find out how Mark was progressing'*.

* Name changed to protect service-user's identity.

Employers were generally satisfied with the overall experience of employing someone supported by MIW. 32% rated this as 'excellent' and 52% rated this as 'good' in comparison to 30.4 and 34.8 respectively in 2005. In the current evaluation 2 employers rated their experience as 'average', while 2 employers rated it as poor.

Eight employers (32%) identified they had not used employment support services in the past. 16 employers (64%) compared MIW's support services to other agencies as 'good' or 'excellent', while one employer (4%) rated this as 'average'. Again, the results obtained in the current evaluation compare favourably to the survey conducted in 2005. This showed that 52% of employers gave a 'good' or 'excellent' rating, with a similar number of employers stating they had not used supported employment before. An employer commented *'A really professional service at all times'*.

Another employer commented *'Lynda was brilliant in helping my candidate settle in. She was on hand for two weeks and I know that I can still pick up the phone and ask for help or advice whenever required. I couldn't have done it without her'*.

24 out of 25 (96%) employers surveyed stated they would recommend MIW to other employers and would engage with the service again. This compares favourably to the 2005 evaluation which gained a 78.3% rating for recommending MIW to other employers. One employer stated *'we would take someone else on the understanding we were giving work experience not a commitment to employment.'* Whilst another employer stated *'service provided and support network were very good. We would look to use Moving Intowork again when future similar vacancies arise'*.

DISABILITY AWARENESS

16. Did MIW staff offer to provide disability awareness training or support to you or your colleagues?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Yes	11	*	44	*
No	13	*	52	*
Forgotten	1		4	

*Question 16 is an additional question to the 2006 survey.

16a If yes how well did disability awareness training make you aware of disability issues?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Excellent	5		45.5%	*
Good	5		45.5%	*
Average	0		0	*
Poor	0		0	*
Very Poor	0		0	*
Still to take place	1		9.0%	*

*Question 16a is an additional question to the 2006 survey.

17. Has support from MIW made you feel more confident to support disabled co-workers in your workplace?

	No of replies <i>(2005 figures shown in italic)</i>		% overall questionnaire replies <i>(2005 figures shown in italic)</i>	
Yes	22	*	88%	*
No	2	*	8%	*
No answer	1	*	4%	*

*Question 17 is an additional question to the 2006 survey.

An additional section on disability awareness was added to the questionnaire. The section was included because MIW provides information to the National Lottery (a funding organisation) on disability awareness support to employers.

Overall, the results to this section were disappointing. 13 employers identified that MIW had not offered to provide disability awareness training or support. Based on the 11 employers that had received disability awareness training, five employers rated this as 'good' and five rated it as 'excellent'. One employer

identified that disability awareness training had not yet taken place. One employer remarked *'Question 16 & 17 not applicable. We are a disability charity with excellent disability awareness and a track record of offering work placements to people with disabilities'*.

The MIW team will consider gathering information on disability awareness training in a different format in future.

88% (22) of employers taking part in the survey identified that support from MIW had made them more confident to support disabled co-workers in the workplace. An employer noted *'information provided by the Moving Intowork staff has greatly assisted me in supporting other team members with additional support needs (ie not your clients) – an excellent boost for my own professional development'*.

Support Organisation Survey

Moving Intowork distributed 42 questionnaires to organisations that:

- refer individuals to the MIW service or
- provide advice and guidance to MIW employment staff via Advisory Groups or other networks or
- support MIW service users

Support organisations were not consulted in the evaluation that took place in 2005. Since support organisations are key stakeholders in the MIW service, the team decided to include them in the 2006 evaluation. Moving Intowork works closely with a number of support organisations and has contact with a wide variety of other organisations. It has been valuable to obtain their views on our employment service.

The support organisation sample was selected at random by the MIW administrator from the list of referral and support organisations held by the project team. 42 questionnaires were issued and 22 were returned giving a response rate of 52.3%.

Overall 20 support organisations rated the MIW service highly, whilst two organisations expressed reservations. Many valuable comments were provided that will help MIW improve and develop the service over the next 12 months.

Recommendations to improve good practice are contained on pages 48-54.

We thank all organisations for taking the time to complete the questionnaire and provide additional comments. The findings from the survey are on the pages that follow.

1. Have you had any direct contact or involvement with MIW staff?

	No of Replies	% Overall Questionnaire Replies
Yes	22	100%
No	0	

1a When in contact with MIW, how well did you feel that MIW staff listened to you, respected you and valued your wishes?

	No of Replies	% Overall Questionnaire Replies
Excellent	12	55%
Good	8	36%
Average	2	9%
Poor	0	0
Very Poor	0	0

All organisations that responded to the questionnaire had had direct contact with Moving Intowork (MIW). 91% of organisations felt that MIW listened to them, respected them and valued their wishes. Organisations provided constructive feedback relating to this question. One individual noted that *'all the liaison has been really clear and effective and has led to pupils from this provision being well supported'*. Another individual commented *'I have always felt that MIW staff have both listened to my concerns (and information) about person I'm referring and matched that with concerns and wishes of person themselves'*.

'... Kept in good communication with social work and valued my input.'

However, one organisation felt that MIW overly questioned an AS diagnosis and felt that the staff member *'does not fully understand the problems this client has'*.

Finally another organisation said *'Prompt and supportive to the people I have referred, going further than they needed to in order to get the job done, sensitive making sure that each person was allowed appropriate time.'*

2. How well did MIW staff explain the service to you?

	No of Replies	% Overall Questionnaire Replies
Excellent	14	64%
Good	6	27%
Average	2	9
Poor	0	0
Very Poor	0	0

Again, all organisations rated the service explanation highly and expressed positive satisfaction ratings for this aspect of the service.

Despite no negative ratings, one organisation stated *'partly explained the service, but again through ... own interpretations of the client needs, the jobs [they have] been sending him for is unsuitable'*.

Other comments included the views of one organisation who stated *'we met with two members of staff and jointly agreed a way of working, enabling our services to complement each other. In order to do this they had to explain their service.'*

Another individual expressed the view: *'have explained well. Have been willing to meet prospective referred people. We've used case history examples and have used your information leaflet.'*

Another individual said *'when worker was allocated the service was very clearly explained'*.

Whilst another organisation said *'Their aims and objectives are very clear and easily understood by all'*.

3. How would you rate the helpfulness of MIW staff?

	No of Replies	% Overall Questionnaire Replies
Excellent	15	68.2%
Good	4	18.3%
Average	2	9%
Poor	1	4.5%
Very Poor	0	0

20 out of 22 organisations consulted rated the helpfulness of staff highly. One organisation rated it as 'average', whilst another gave a 'poor' rating.

The more negative comments were *'I know of no clients who have returned to work by using the ABI specific methods'* and *'I would expect MIW to have more contact than they do. A minimum of once a week'*.

MIW will work harder to disseminate project results and other key issues relating to employment to all support organisations in regular contact with the service. MIW will also review the liaison procedures to ensure more regular contact takes place with support organisations to update on client progress, the job search plan and progression towards employment. Ideally, MIW would like all support organisations to feel the same way as the individual who stated *'good dialogue between organisations. If something is not working fully MIW staff will do everything they can to help resolve issues with clients in a very co-operative way.'*

Other feedback relating to question 3 included:

'Very useful advice and support re issues we are unsure of relating to working with individuals with ABI/ASD.'

'Again, whenever I have sought co-operation from MIW they have been very helpful, particularly when involved in raising awareness about ABI.'

4. How well did MIW meet your expectations?

	No of Replies	% Overall Questionnaire Replies
Excellent	11	50%
Good	9	41%
Average	1	4.5%
Poor	0	0
Very Poor	1	4.5%

20 out of 22 organisations gave MIW high ratings for meeting the organisation's expectations. One organisation rated this as 'very poor', whilst another thought it was 'average'. The organisation did not provide a reason for the poor rating.

Comments on meeting the organisation's expectations included:

Having known our brain injury service without your own, I know for certain the benefits your service offers'.

'They have experienced conscientious and hard working staff who despite a difficult client group have achieved excellent results at placing individuals in work'.

'I did not have a lot of expectations other than giving my client the opportunity to develop skills and seek employment in the future'.

5. Do you consider that MIW met your client's needs?

	No of Replies	% Overall Questionnaire Replies
Yes	18	82
No	2	9
Not always	1	4.5
No answer	1	4.5

5a was this done in a way that was:

	No of Replies	% Overall Questionnaire Replies
Excellent	8	36
Good	9	41
Average	2	9
Poor	0	0
Very Poor	3	14

The vast majority of organisations (82%) felt that MIW had met their clients' needs, while 9% rated this 'no' rating. One organisation did not answer the question and another stated that MIW had not always met their clients' needs.

The organisation that felt their client's needs had not always been met explained *'Unable to find the right placement. Placement needs not matched well with individual needs.'*

Another organisation said *'I have former clients who have been working with you for years for whom you have not found jobs.* However, in contrast to this view, another organisation reported that *'I have seen a number of clients move into work with help from MIW. Some of these clients have very complex difficulties'*.

One organisation said *'I have always had positive feedback from clients when I have referred them to this service'* and another stated *'Regular review meetings arranged at MIW and good communication and support to client'*.

One organisation held the view that MIW do not have enough time to build required relationships *'my clients often go in with expectations beyond their abilities and by the nature of MIW they don't have a long enough time to build the relationships required that would help to put these expectations into perspective in every case.'*

In April 2005 MIW's funding changed from an employability service to a stronger focus on employment outcomes. Despite this change in funding requirements, MIW has tried to retain the commitment to forging relationships with service users over a long period of time to develop employability. Funding from the National Lottery enables the project team to focus on a number of 'softer' outcomes and the project tries to manage priorities and caseloads so that the needs of service-users and funding organisations are met. In some cases, where a service user is some distance from employment, project staff will signpost individuals to other more appropriate organisations for personal development purposes. The service user would normally re-engage with the service at an appropriate time.

Again, MIW will aim to improve communication with referring/support organisations so they are aware of the issues involved.

6. MIW aims to disseminate good practice. How well do you feel that MIW has achieved this?

	No of Replies	% Overall Questionnaire Replies
Excellent	10	45.5
Good	10	45.5
Average	1	4.5
Poor		
Very Poor	1	4.5

91% of organisations participating in the survey felt that MIW delivered good practice. One organisation felt this was average, whilst another rated it as very poor: *'How have you disseminated good practice? I am not aware of it'*.

An organisation stated *'Good practice is evident from day to day working. Additionally you have been willing to do presentations and discussions to talk about the service and what you have achieved for people to understand what you are trying to do'*.

Another stated *'from contact I have had with members of staff, I think this is the case. MIW staff have contributed to the Lothian Disability Review process thereby helping to improve all services for people with Asperger Syndrome in general'*.

Organisations representing schools and colleges stated *'links with colleges, giving background information and suggestions for strategies in dealing with difficulties'* and *'Consultative group set up, regular contact with school'*.

Other feedback included:

'Both myself and a member of staff attended induction programme for Intowork staff'

'I don't know all of the details to disseminate good practice. I am not in a position to make a definitive response but what I do know of their work to disseminate good practice is very positive'.

It is clear from replies that organisations participating in similar networks to MIW are more aware of MIW's working methods and results, while those organisations in less regular contact are not as familiar with the service's results and achievements. MIW will aim to improve their reporting systems to disseminate good practice to a wider local audience.

7. **MIW aims to provide a service that is otherwise not available to people with ABI or ASD in Edinburgh and Lothian. How much of an impact do you think MIW has made?**

	No of Replies	% Overall Questionnaire Replies
Excellent	10	45.5
Good	7	32
Average	4	18
Poor	0	0
Very Poor	1	4.5

The majority of organisations participating in the survey rated this as ‘good’ or ‘excellent’. Four organisations felt it was ‘average’ and one rated it as ‘very poor’, stating *‘no evidence of a large number of successful placements’*.

Another organisation felt that *‘if staff were more open and knowledgeable the service would progress. Staff must realise people are individual and no two people will display the same symptoms’*.

Five statements have been selected to give an indication of other feedback received:

‘Four out of five of our referrals have made progress to work/college’

‘They have worked with many clients successfully and have networked with many appropriate agencies’.

‘I believe it has significantly improved the lives of its clients and that it offers a specialist service in the Lothian which is not available from any other organisation’

‘Because it is a local service I think it does really well. However, I would like to see the service rolled out to cover other parts of Scotland’.

Huge impact. In the past nothing was specifically available for people with ABI regards employment – apart from outpatient occupational therapy....’

8. How would you rate your level of satisfaction with the overall service you have received from MIW?

	No of Replies	% Overall Questionnaire Replies
Excellent	13	59
Good	6	27.5
Average	1	4.5
Poor	0	0
Very Poor	0	0
not answered	2	9

19 organisations had high satisfaction ratings of the overall quality of the MIW service. Two organisations did not answer the question, one gave the reason that they had left their post before *'seeing the service right to a conclusion'*, whilst the other organisation provided no reason.

Feedback from this question included:

'They could have added more weight to their position in dealing with employers/ especially through 'red tape'.

'Honesty and accuracy helps to keep the expectations of what they can provide'.

'Getting better all the time'

'I am always kept informed of client's progress and ways we can work together'

'This is a service so badly needed for people leaving school. They continue to need so much 'scaffolding' especially at transitional stages.

9. Would you recommend MIW to other staff in your organisation or to other agencies/organisations?

	No of Replies	% Overall Questionnaire Replies
Yes	21	95.5
No	1	4.5

21 out of 22 organisations would recommend MIW to others. The organisation who said they would not recommend MIW to others stated *'Clients have used an assessment tool (computer based) which told them they had skills to be a 'sandwich-maker'. This was very upsetting for the young person'.*

MIW very much regrets that an individual may have been upset by the report produced by the computer based assessment tool (the Adult Directions vocational assessment tool is used by the service). MIW will endeavour to fully

explain how the IT package works so that service users will not be upset by any job suggestions included in the Adult Directions report.

Other feedback includes:

'Intowork is the only organisation that specialises in getting employment for those with AS the staff are extremely knowledgeable on the autistic spectrum.'

'This service is an extremely valuable link for ABI sufferers – it is one of the few professionally run organisations for ABI sufferers in Edinburgh so I would always promote it to people working with people with an ABI.'

'Always do (when relevant).'

'We recommend them all the time.'

'With absolutely no hesitation what so ever.'

'Because they have been successful with some of my clients.'

10. If you would like to add any further comments on your experiences of Moving Intowork's services, please do so here.

Organisations provided a lot of feedback to this question. The responses are re-produced below:

'The introduction meetings early on, and making a plan for them is very helpful to the referrers and the person involved.'

'Being able to work with people in work and out of work is much more helpful and can be 'preventative', rather than helping once things break down – so probably more positive all round.'

'An eventual summary (could be brief!) of what has happened would be nice for the referrers information, but I know this is another thing to do.'

'There is a definite need in the area for specialist services for clients. My experiences with MIW has meant that my clients can be well supported and I would not hesitate to refer other clients.'

'Supporting people with AB into work is a highly specialised piece of work, requiring long term, one to one support. Feedback suggests that staff understanding of the impact of ABI (particularly the 'hidden' cognitive aspects) is limited. Training required?'

'As a specialist service it feels disappointing to me. I feel there 'surely' are a lot more resources untouched out there! People with varying disabilities need more assistance. Instead of the 'Moving Intowork' organisation themselves questioning the clients they should be upholding their rights and position in society'

'Moving Intowork has provided a quality service where there was previously a large gap. The individuals the work with would find it very difficult to enter employment without the help provided by MIW.'

I would like to see MIW operate across Scotland. They have a people centred approach and because the effects of ABI are so unique to each individual, it is essential that such an approach is adopted.

Always very helpful and supportive. Advice, support and guidance has been useful both to us and our clients but also very useful to placement staff, providing them with appropriate knowledge and confidence to support clients with ABI/ ASD.

My evaluation may seem a bit complementary however, having worked closely with all of the workers/managers, I have found them to be flexible and extremely professional in all dealings I have had with them.

Looking forward to a continuing partnership to help establish pathways for people with ABI or who are on the Autistic Spectrum. Each individual is so different a service like this is invaluable.

Sincerely hope for all concerned that funding will continue to enable the work to continue. It is vital to the wellbeing and progress of all young people, adults and their families with AS or ABI.

My experience of working with staff from Intowork is very positive. Always found them helpful and flexible although no work placements has been found so far for any of my clients.

Conclusions and Recommendations

It is overwhelmingly clear that the vast majority of people and organisations who use Moving Intowork's employment support services rated all parts of the service very highly. Below are the main conclusions from the survey with recommendations for action.

SERVICE USERS

As in the 2005 survey, service users rated MIW's employment services highly. Common themes that emerged included:

- Most service users had established good relationships with their specialist employment adviser and valued the support they had received
- Most service users felt that staff listened to them respected them and valued their wishes. They felt that such support gave them more confidence in their dealings with employers

- Service users were appreciative of the practical support they received in terms of completing application forms, CV preparation, making contact with employers and preparation for job interviews
- A number of service users indicated they now felt more optimistic about the future and valued the input they had received to help them achieve their goals
- Most service users noted improvements in their confidence, self esteem and relationships with others since receiving support from MIW
- Most service users felt they understood more about having or keeping a job and consequently felt more prepared for work
- Most service users were very satisfied with the service they had received from MIW and would recommend MIW to others

Recommendations and Action

Service Users

- One service user felt they would like to have known more about the Disability Act and their legal position in terms of the Act
- One service user would have liked more support with their home life and wondered how Intowork addressed this, the arrangements they could make and how it would be monitored
- One service user noted several negative aspects in terms of the service they had received and their feelings about future employment. This person felt afraid of having a job in the future
- One service user felt there was less and less chance they would work again
- One service user suggested more varied work placements to get a better picture of other jobs they could do

Moving Intowork takes on board all those comments and will do all they can to ensure that service users confidence is not dented through either a bad work experience or lack of success with finding a job. The team will work on communication with service users to maintain motivation, develop greater insight/awareness and confidence levels. Work will also be done on managing expectations. Sadly, it is inevitable that some jobs may not be the ideal job match for the individual or the company. Where this occurs, MIW staff will do all they can to support the service user through the transition and provide support to find alternative employment.

Should a service user decide to leave the service, or MIW terminates the employment service, a recommendation is made to invite the service user and their parent/family member/ representative to a formal exit meeting with a Senior Employment Adviser to talk through the issues and offer suggestions for alternative support.

While MIW is principally an employment support service, advice and guidance can also be provided on issues relating to home life. This can take the format of advice sessions or signposting to more appropriate agencies or outreach staff with the relevant expertise to deal with the issues involved. MIW may also arrange or participate in 'circle of support' type meetings with a number of agencies or individuals to support the service user's progression. A recommendation is made to formalise the monitoring arrangements and seek regular feedback from all those involved.

A recommendation is made to include a section on the Disability Discrimination Act in the Vocational Profile and to use the Vocational Profile to discuss various work placements or job trials.

Family Members – partners, parents or carers

In common with the 2005 survey, families continued to give high ratings for MIW's employment support services. Common themes included:

- all of the families had direct contact with MIW
- families felt that MIW listened to them and valued their opinions and concerns; families felt that MIW treated their family member courteously and with respect
- Families generally felt MIW provided great encouragement, support and guidance to service users. The majority of families expressed the view that they were glad a service such as Moving Intowork existed and they hoped it would be there for other families who might need it in the future; parents felt it was a useful service for parents and carers who can feel isolated
- families were appreciative that an organisation existed to give impartial advice to their family member; they felt it was important for people with ABI or ASD to receive advice and support from sources outside the family, and felt it was a great help to have MIW on side
- families felt that services such as MIW gave them hope for employment for young people
- Families noted improvements in confidence, self esteem, independence and readiness for work. They also felt they had more information on the services and supports available to people with ABI/ASD. A number of families had fewer concerns for their family member's future and noted improved family relationships since engagement with MIW
- all families would recommend MIW to others

Recommendations and actions

Families

MIW staff aim to build on the progress and achievements made so far.

Two families took the opportunity of the survey to raise some issues with Moving Intowork. Some of the comments made were outside the scope of the survey and Moving Intowork management have addressed these issues with the individuals concerned. However, more general points included:

- Families A and B felt they had two completely different levels of service from two different members of staff ; these families felt the new specialist employment advisers had less experience than the original workers allocated to their family members
- Family A felt that MIW had reacted unprofessionally to their request to a change of support worker; this family also felt MIW had acted unprofessionally when the service was withdrawn
- Families A & B felt their family member would have progressed to regular employment with the support of the original specialist employment adviser

MIW regrets when any family or individual holds negative views on the employment service supplied to their family member and thank those families for bringing their concerns to the attention of the organisation. The following recommendations have been made to try to overcome some of the difficulties those families perceived:

- standardise the employment support service to ensure all staff provide the same level and type of services to all service users
- when there is a change of specialist employment adviser manage the transition through careful planning, communication and liaison with service users, families, employers and support organisations
- Where appropriate and with service user consent, liaise with families on employment action plans to ensure all parties are aware of the actions taken to progress employment. This will also help to manage expectations
- promote Intowork's Feedback and Complaints procedures, including making the Feedback and Complaints leaflet more widely available so all parties know that Intowork welcomes feedback at all times;

Employers

As in the 2005 consultation, employers continue to rate moving Intowork's employment support services at a high level. Common themes included:

- the majority of employers described MIW as a 'professional service at all times'
- employers appreciated specialist employment support services and felt it was essential for organisations employing an individual on the autistic spectrum
- employers were re-assured by the fact they could contact a MIW specialist employment adviser when the need arose
- the majority of employers participating in the survey now felt more confident to support disabled co-workers in their workplaces

Recommendations and action

Employers

- the survey did not provide very much information on MIW's role and performance on the provision of disability awareness training and support
 - A recommendation is made to maintain accurate records on disability awareness training and support
 - A recommendation is made to monitor disability awareness training by questionnaire on completion of the training and support and use this information to inform any future evaluation/employer survey
- One employer indicated that they were not made aware of the employee's disability needs until an on-site issue occurred some weeks after employment had started.
 - MIW will continue to encourage all service users to disclose their disability from the outset
 - Records will be kept of those service users who make an informed non-disclosure choice
 - Staff will maintain regular contact with the service user to be able to judge if liaison or intervention is necessary

Support or Referral Organisations

The evaluation in 2005 did not include support organisations. In 2006 the majority of support organisations rated the MIW employment service highly. The following common themes emerged:

- effective liaison with other agencies
- aims and objectives clear and easily understood
- good working partnerships have developed
- receptive to new ways of working and willing to adapt
- helpful, knowledgeable professional organisation and staff
- provide timely intervention when required
- useful source of advice, information and support
- MIW fulfilled a gap in employment support for people with ABI/ASD
- useful that MIW could support retention for people with ABI

Recommendations and actions

Support or referral organisations

The following feedback was received:

- Organisation 'A' questioned a member of staff's understanding of Asperger Syndrome. They also felt that the organisation would progress if staff were more open and knowledgeable. *Intowork has no evidence that staff require additional training on this aspect of AS*
- Organisation 'A' felt the service explanation was based on a member of staff's interpretation of the service user's needs. Felt their client was sent for unsuitable jobs. Another organisation felt placement needs had not matched well with individual needs - *see recommendation 1*
- Organisation 'A' would like more contact with MIW, ie a minimum of once per week. This organisation felt that MIW did not keep them up to date. Another organisation felt that while MIW provided prompt follow up, they received more feedback from their client than MIW. Another organisation suggested that an eventual brief summary of the outcome would be helpful for referrers information - *see recommendation 1*
- Organisation 'A' felt the service was average considering it is a specialist service. They also questioned the fact that no alternatives were offered. *MIW is currently the only local organisation that can provide employment support to people with ABI or ASD. Staff signpost service users to more appropriate organisations as and when required*

- Organisation 'A' felt MIW could add more weight to their position in dealing with employers, especially through 'red-tape' *MIW tries to maintain good relationships with employers and employers and service users feel that this is already being done*
- Organisation 'A' felt that MIW should be upholding their clients rights and position in society instead of questioning the clients (this is in connection to ASD diagnosis) *MIW notes this point*
- Organisation 'B' knew of no clients who have returned to work using the ABI specific service; Organisation 'B' said they had former clients who have been working with MIW for years and whom have not found jobs. Organisation B felt there was no evidence of a high number of successful placements. *Currently MIW disseminates project statistics, outcomes and progress towards funding targets to the IW Board, ABI and ASD Advisory Groups on a quarterly basis. Organisations that would like to receive copies of the project's quarterly progress reports may contact the IW Client Services Manager*
- Organisation 'B' was critical of an assessment tool that suggested the client had skills to be a sandwich maker. *MIW very much regrets that an individual had been upset by the report produced by the computer based assessment tool (the Adult Directions vocational assessment tool is used by the service). MIW will endeavour to fully explain how the IT package works so that service users will not be upset by any job suggestions included in the Adult Directions report.*
- Organisation 'B' suggested that staff might need additional training on the 'hidden' cognitive aspects of ABI. *Intowork has no evidence that staff require additional training on cognitive behaviour*
- An organisation pointed out the MIW waiting list provided a problem moving people on from NHS services. *MIW notes this point and tries to all it can do, through prioritising waiting lists and liaison with referral agents, to ensure clients do not wait longer than is necessary for a service*
- 2 organisations were unaware of how MIW disseminated good practice – see *recommendation 2 below*

The views organisations 'A' and 'B' hold equates to 9% of the sample. It is difficult for MIW to address the concerns of organisations 'A' and 'B' in an anonymous survey through an evaluation report; yet Intowork welcomes the feedback received from these organisations. A number of recommendations have been made to improve communications to limit these issues from arising in the future. Intowork would ask organisations with particular concerns to contact the Client Services Manager to enable relevant changes to be made to working practices. A copy of Intowork's Feedback and Complaints procedures is attached to the report in Appendix 1.

Feedback to Support Organisations

It is clear that referral organisations would like more information from MIW on the progression to employment their client has made. It is also clear that referral organisations are not always clear why a particular placement or job has been set up.

Recommendation 1: To improve communications and foster positive working relationships with **all** referral organisations, MIW to aim to develop effective working partnerships to include negotiations on frequency of contact between MIW and the referring organisation, liaison on job placement and progress reports.

Dissemination of Good Practice

It is clear from the survey that organisations that participate on the same forums, advisory or steering groups as MIW are aware of the work MIW does to disseminate good employment practice. Organisations that do not belong to these forums are less aware of the on-going activities carried out by MIW to disseminate good practice.

Recommendation 2: To inform key stakeholders of the work carried out to disseminate good practice, MIW will maintain records of presentations, press coverage, briefings, promotional and key marketing activities to attach as an appendix to future evaluation reports.

Recommendation 3: MIW to monitor the quality/ value of presentations/ briefings through the issue of questionnaire at the end of each briefing or presentation

Intowork's Feedback and Complaints Procedures

FEEDBACK TO INTOWORK

Intowork aims to provide a quality person-centred service to all the people we work for and with.

If as a recipient of our service you wish to register a complaint or offer feedback, please get in touch with us, at the address below, in whatever format is appropriate to you. Confidentiality is assured at all times.

Private and Confidential
Business and Finance Manager
Intowork
Norton Park
57 Albion Road
EDINBURGH EH7 5QY
Tel: 0131 475 2369
Fax: 0131 475 2379
E-mail: enquiries@Intowork.org.uk

All complaints are investigated by senior members of the Intowork Management Team in the first instance. Formal replies are issued within 7 days. If you are not satisfied with the response, you may complain to the Intowork Board of Directors, who will meet you if necessary and formally reply to you within 28 days.

Please help us to deal with your complaint by providing the following information:

- ◆ Your name
- ◆ Your address
- ◆ Your Telephone number
- ◆ If you are communicating on behalf of someone else, please tell us their name
- ◆ The details of your complaint or feedback, including the names of any Intowork staff involved
- ◆ Please feel free to detail any suggestions you have which would help us provide a better service for the people we work for and with.

Thank you.