



Education and Training
Inspectorate

European Social Fund provision in
Springboard Opportunities

Jobworks +

Report of a Quality Improvement
Planning Inspection in
October 2018



The Education and Training Inspectorate
Promoting Improvement

Providing inspection services for:

Department of Education
Department for the Economy
and other commissioning Departments

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Introduction

In October 2018, the Education and Training Inspectorate (ETI) carried out a quality improvement planning inspection of Springboard Opportunities to evaluate the effectiveness of the project promoter's self-evaluation and quality improvement planning processes. At the last inspection in November 2016, the project promoter demonstrated its capacity to identify and bring about improvement.

Focus of the quality improvement planning inspection

The quality improvement planning inspection focused on the following key areas which the organisation had prioritised for improvement through its self-evaluation and quality improvement planning processes:

- the quality of planning to meet the individual needs of the participants; and
- an improvement in outcomes, including soft skills development, for the participants who complete their programme.

The arrangements for safeguarding were also included.

Key findings

The inspection identified the following key findings:

- The project promoter plans well to meet and address the diverse and often complex needs and barriers to employment of the participants. In line with its quality improvement plan, it has: extended the range of professional and technical areas available to the participants; increased the number of employer partnerships; and introduced a broader range of appropriate qualifications in order to improve the employability of the participants. The full impact of the individualised support, however, and the high levels of provision for care and welfare provided by the staff is not clearly enough demonstrated through the planning documentation used currently.
- Almost all of the participants report that they have developed well their personal, social and employability skills through participation on the programme. The person-centred approaches impact positively on the individual participant's self-awareness, personal resilience and motivation, and their improved work-readiness. Consequently, the work has resulted in positive outcomes for all of the completers, with the majority of them progressing to employment and the remainder to further education and training, already exceeding the target set for 2018/2019.

Safeguarding

Based on the evidence available at the time of the quality improvement planning inspection, the arrangements for safeguarding participants reflect broadly the guidance from the Department for the Economy (Department). The project promoter, however, needs to:

- appoint an Adult Safeguarding Champion, as a matter of urgency, and ensure that all staff who require it have up-to-date safeguarding training appropriate to their role; and
- update the adult safeguarding policy to reference adults at risk, and the reporting procedures, to ensure that they provide clearer guidance to support staff members in their work with participants

Overall Outcome

At the time of the quality improvement planning inspection visit, and in the areas evaluated, Springboard Opportunities continues to demonstrate the capacity to identify and bring about improvement in the quality of the provision.

The outcome from this inspection will inform the next steps for the project promoter with regard to the inspection cycle.

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