

Reduced induction material costs by 38%, saving £25k

Our managers are achieving significant time savings, enabling them to spend more time focussing on knowledge gaps and observations to check workers' practice and sign them off as competent.

Highlights

- Saved £25k in 1 year by replacing workbooks with the online assessments
- **Reduced induction material costs by 38%**
- Induction completion rate is more timely
- **The time managers take to assess the standards has been cut by 40%**
- Managers and staff are engaged with the process
- **Reminded managers they have to observe staff to sign them off as competent**
- Saves time cross referencing to Diplomas

About Dimensions

We provide nationwide support services for people with learning disabilities and autism. A not-for-profit organisation with 5,000 staff, we are a leader in our sector, supporting over 3,000 people and their families in England and Wales. In 2012, we re-evaluated our vision, mission and values, as follows:

Our vision: An inclusive society where people have equal chances to live the life they choose.

Our mission: To make a difference to people by delivering personalised support that improves the quality of life.

Our values:

Ambition - we seek to help people to reach their potential.

Courage - we are guided by the courage of our convictions to make a difference.

Integrity - we ensure that what we do is grounded in what we believe.

Partnership - we work with others to achieve more for people.

Respect - we show people respect and recognise that their unique contribution adds value to us all.

How did you previously induct staff?

We used a workbook which covered all 8 Induction Standards. All staff new to the organisation, regardless of qualifications, were expected to complete all 8 Standards in full. The Standards formed just part of the induction process for operational staff.

“The workbook was daunting for many staff and the capacity for managers to manually ‘assess’ the answers within the 12 week period was difficult.”

What challenges did you overcome?

The cost of distributing packs, managers time, administration time and quality assurance made it more and more expensive. On average we were registering 700 staff a year at a cost of £42,000.

When looking at cost of 1001 workbooks against a 1001 online licences for 2014/2015, we will have reduced these costs by 38%, a **saving of £25,000.00 over the year.**

Managers are supported on an ongoing basis by the Qualifications team. Progress is monitored at 4, 8 and 11 weeks of the 12 week period.

Completed assessments are quality assured by us and comprehensive feedback is given to the managers to support them in enabling their staff member to fill their gaps in knowledge, using a variety of methods.

How do you induct staff using CIS-Assessment.co.uk?

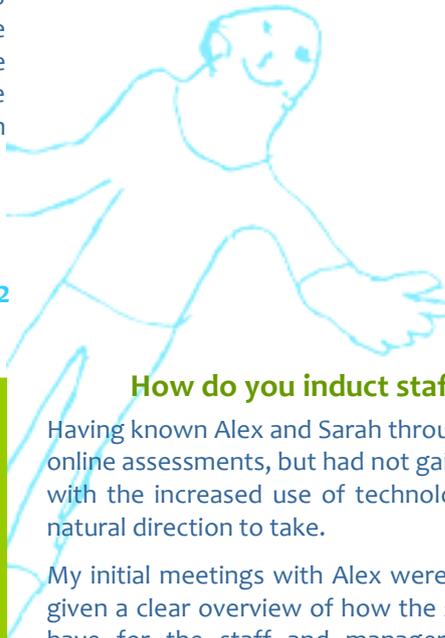
Having known Alex and Sarah through Skills for Care events, I was aware of the online assessments, but had not gained any depth of understanding. However, with the increased use of technology within the organisation, it seemed the natural direction to take.

My initial meetings with Alex were well structured and informative and I was given a clear overview of how the system worked and the benefits this would have for the staff and managers, which would support our targets for compliance.

We now use CIS Assessment for Induction evidence, Skills for Care and CQC compliance and also link the assessments to each staff member's performance management throughout the year.

The time managers take to assess the standards has been cut by some 40%, allowing them to focus on the gaps in knowledge which have been highlighted rather than having to revisit standards where staff are clearly already competent.

We will be looking to use the 'summary assessment' as a form of refresher training and managers are keen to use it with some staff in services they are new to managing, where they are unsure that the existing staff member has the level of knowledge required for competency.





How does CIS Assessment save you time and money as part of your refresher process?

Using the assessments as a refresher tool is being **welcomed by managers** and we are looking to use it as part of the performance management process each year.



Managers have also suggested that they use it for team development activities, to increase or refresh knowledge around specific standards such as safeguarding.

As we already have these licences set up for staff, **we are saving the cost and time related to funding other resources.**

How do the assessments support you with staff supervision and observations?

Knowledge is, of course, essential, but evidence of good practice is also needed. Some managers are already keen to use the standards within the performance management process and we are looking to develop this more in future.



“It has been a useful reminder for managers to understand that they have to observe staff in order to sign them as competent to work alone with the people they support.”

What do your staff think of your induction process and the online assessments?

Response from managers has been very positive. They find CIS Assessment easy to use.

“The induction completion rate for staff is more timely.”

There are, of course, teething problems with any new system and managers have needed support to navigate their way round the site and understand their responsibilities, but as long as you factor in this need, it should work very well. The workshops Alex has delivered have supported managers.

Staff seem to be more confident in using the system and like the fact that they are able to access it both at work and home. This is helping them to complete the standards within deadline. The format of the assessments is user friendly and has enabled those who are not very confident in their written skills to access and complete the standards without too much difficulty.

What other benefits have you achieved?

We also ensure that staff are aware of the link to the QCF diplomas and how the evidence they have generated by completing the Standards will cross reference to the mandatory units of the Health & Social Care diplomas.

This in turn **saves time** and shows the value placed on the work they have already completed.



How has using CIS Assessment improved the outcomes for the people you are supporting and caring for?

A better focus on the level of knowledge and competence required by operational staff, which in turn will improve the support we offer to the people we are supporting.

sarah.baiden@dimensions-uk.org

0300 303 9001 Ext 1068

www.dimensions-uk.org