



B·I·D
SERVICES



Our matrix Story Employment Services (BID Services)

BID has held the **matrix** Standard for a number of years, however the service was re-launched in October 2012 and the service has changed a great deal since the last assessment. BIDs most recent **matrix** Assessment took place in December 2013, which coincided with the launch of a new BIG Lottery Project award which has seen the service grow experientially, as well as the completion of a service Self-Assessment Report. It was therefore extremely important to regain the **matrix** Assessment in order to show that the service is a quality service as well as using the **matrix** standard to standardise the service and ensure that quality improvements identified in the SAR were incorporated into the **matrix** Standard.

The Approach to Achieving the Standard

Prior to the BIG Lottery award, the Employment Service comprised of 2 members of staff, so it was important to ensure that enough time was given to preparing for the assessment. My colleague and I attended the training and then used the Self-Assessment Tool to prepare by completing each section and preparing evidence, which allowed me to put together a comprehensive report for the use of the assessor.

The Impact / Benefits of working with the matrix Standard

As mentioned above, the **matrix** assessment coincided with the completion of a Self-Assessment Report for our current contract, as well as the launch of a new project called STEP Ahead, which is a BIG Lottery funded project. The fact that I had just completed a SAR and was mobilising a new service meant that I could use the standards set out in the **matrix** Standard in order to truly map out a service which would follow the standards in its entirety, as well as meeting all of the quality improvements identified in the SAR. We are therefore confident that we deliver a quality assured service which is benchmarked by the most prestigious national IAG standard.

The matrix Assessment Feedback

It was important to receive recognition for the service we are delivering within the report because it gave us written evidence to use within future tender applications and expressions of interest to ensure quality of service. It was also a useful tool in improving continuous improvement of the service because the assessor was able to look at the service from an independent perspective and provide us with excellent feedback and possible improvements we could make to the service to improve the service further. An example of this is an area of improvement identified in which we were advised that we should strengthen our communication between the employment service and the marketing team. Through meeting with the marketing team, we have now been able to establish better communication which has meant that we have gained a greater number of employer/stakeholder links.

Author(s) if Relevant / Appropriate

Mark Woodall (Employment Manager) 0121 246 6100
