

Stirling Council

Evaluation and SROI Assessment of Stirling Council's Employability Service



What our client wanted

Stirling Council's Employability Service helps people overcome different kinds of barriers to getting a job, sustaining the post and being able to lead an independent life. All of the clients are unemployed and have disabilities, learning difficulties, mental health problems or other health-related conditions.

The Employability Service gives advice, guidance and organises assessments, training, work experience and employment opportunities, focusing on the individual needs of their clients. Client needs, skills and abilities are matched with employer opportunities. The service helps local businesses make sure they are inclusive, flexible and making the most of all the skills and potential in the local community.

Stirling Council wanted an evaluation and Social Return on Investment (SROI) of the service to evidence the full range of benefits from the service.

What Frontline did

After a review of documentation and discussions with staff, we spent time consulting a sample of clients with varying learning difficulties and/or physical and mental health issues. As the clients have a spectrum of needs, we designed a simple, flexible question set to gauge their views of the service and how they had benefitted from it.

We have also consulted stakeholders to develop a full understanding of how the service works in practice and to identify any areas that may be improved. We were also looking for good practice that could be shared for similar services across the country.

What difference we made

We worked closely with the Employability Service to establish means of measuring the social return on investment in the service and the outcomes delivered for their clients.