Fife Employment Access Trust

Project Brief

Introducton

Fife Employment Access Trust (FEAT) aim to improve and maintain employment opportunities for people who have had experience of mental ill health.



FEAT have reached out to Scottish Technical Army (STA) for advice on building a solution to enable their course to be delivered online instead of face to face



Fife Employment Access Trust

- FEAT founded in 1994, by a small group of people concerned about lack of employment opportunities for people in Fife who had/have experience of mental ill health
- FEAT offer 5 programmes for clients, which can be self referred or referred by an NHS service; Employ your Mind, Individual Placement & Support Services, Journey to Work, Cognitive Remediation Therapy and Corporate Services
- Charity owns a park in Fife, Silverburn Park. The aim of the park is to support the health and wellbeing of the community, and respecting habitat and biodiversity of the environment

https://fifeemploymentaccesstrust.com

Maintained internally

The Challenge

Challenge 1

Programme Delivery

Due to COVID-19, FEAT have had to shift from f2f programme delivery to online

Reduced engagement from clients due to content not being easily accessible

Clients will not have access to specialised/bespoke hardware or software

Objective

Enable programme content to be delivered through their website

Challenge 2

Largely Paper Based

All client's information, needs and notes are recorded on paper

Client paperwork takes up to 4 hours to complete, much of it is repeated information

Risk of human error, missing a specific client need or action

Objective

Online, secure client database for staff to use for client meetings and reporting

Project Scope / High Level Requirements

In Scope

- STA to provide resourcing to define project need requirements, in line with FEAT
- STA to provide resourcing to map our programme processes
- Programme delivery preferred to be delivered through FEAT website, behind membership functionality
- STA to provide Wordpress / database skilled resource(s) to develop functionality
- Solution to provide functionality to allow course content (PDF and Video Files) online, through a member only site
- Solution to allow FEAT employees to record client information (personal data), needs, funding information, course selection and record meeting notes/actions (inline with GDPR)

Out of Scope

- STA are unable to provide content course content
- STA are unable to commit to providing ongoing maintenance and support of website
- STA are unable to conduct work which is remit of an existing FEAT supplier
- Purchase of a third party solution

Journey to Work Programme Process (Example)

