



Practitioner Overview

The Staff Programme Quality Survey (SPQS)

September 2022

Practitioner Overview and Tool: Staff Programme Quality Survey (SPQS)

Tool overview	
What it measures	The SPQS tool is used to measure the quality of staff’s delivery practices in terms of the environment they create. The four aspects it looks at are: Safe Environment, Supportive Environment, Interactive Environment, and Engaging Environment.
Who does the measuring	It is a self-assessment tool so the staff delivering the provision will assess their own practice. Ideally, staff will form a self-assessment team that meet after the completion of the SPQS to discuss the scores, to identify areas in which they are doing well and areas in which there is room for improvement. The self-assessment team should include the manager and at least two delivery staff.
When to use the tool	<p>The SPQS self-assessment process can be done at any time during the course of provision with timings determined by the goals of the organisation (e.g. continuous quality improvement, programme evaluation, or both). For example, it can be completed mid programme to get a general idea about how well staff are implementing best practices. It can be completed at the beginning of a programme to inform improvement goals and training priorities, and then at the end of a programme to assess improvements in the quality of delivery practices. It can also be used several times over the course of a programme period to get a more reliable estimate of the quality of practice across the entire programme.</p> <p>The SPQS can be used on provision with young people ages 5 and up but is most applicable to those aged 10 and older who are developing their full range of socio-emotional skills.</p> <p>The SPQS was designed specifically for use in one-to-one provision contexts but can also be used within the context of group-based provision.</p>
Method	
<ul style="list-style-type: none"> • Allow about 20 mins to complete the SPQS self-assessment scoring process. • Reflect on the sessions you’ve had with young people over the past two weeks and score on the basis of how you actually interacted with young people during these sessions (as opposed to how you would have liked to have interacted or how you intend to interact with them in the future). The more accurate your responses are, the more valuable they will be for continuous quality improvement. <p>It is recognised that it would be difficult to use every one of the outlined practices in any single session, some may never have been used or only very occasionally. Please score these very infrequently used practices as “not in any session” (i.e., “1”).</p>	
Scoring	
The mean of the response values for the items within each section should be calculated to yield four final scores, each ranging from 1 to 5. If some questions have not been answered, mean scores can still be calculated if two thirds of the questions for that section have been scored.	
Analysis	
Data collected with the SPQS measurement tool can be entered into the YMCA George William College Data Portal. This will enable you to view individual assessment scores, change in programme scores over	

time and the results for your whole organisation.

This information can be used to:

- Build a culture focused on quality including developing programme improvement goals, identifying staff training needs, and providing information about how specific aspects of programme quality relate to young people's level of engagement with the intervention and socio-emotional skill growth.
- Inform decisions about future provision planning and staffing.

Assess improvement in provision quality. If the SPQS is used as both a baseline and follow-up measure, scores can be compared to assess change which can be linked to improvement goals, the professional development of staff or the effectiveness of staff training and development initiatives.