

The Rickter Company

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Information Pack



Also The Rickter Company (Australasia) Pty. Ltd.
ABN 42 106 689 552

www.rickterscale.com

The Rickter Scale

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About us

The Rickter Company Ltd provides staff training, consultancy and support services in personal and professional development, along with a range of quality, person-centred products based around the unique Rickter Scale® Process.

Our products have been designed to enable your organisation to evidence soft outcomes and distance-travelled, and help improve the quality of your service delivery.



The company has now delivered Rickter Scale® training to over 19,000 individuals worldwide. Our team is currently made up of a small core staff and an extended team of Associates based at various locations throughout the UK and abroad, able to provide a regional resource.

With a wealth of Practitioner and Managerial experience, we are proud to offer:

- ♦ Dedicated products and training that reflect the specific needs of your organisation, add value to your operations, help formalise your systems and increase the effectiveness of your service
- ♦ Assessment solutions that will help individuals achieve their goals and move on more easily, while supplying impact evidence to your funders and other stakeholders
- ♦ A genuine customer-focused approach from a friendly and professional team who will listen, promptly supply the information you need and ensure we fulfil your specific requirements and ensure value for money

In line with our commitment to provide only the highest standards of service, the Rickter Company Ltd has achieved the Investors in People award and works to the ISO 9001:2008 standard.

We are proud to have retained our ISO accreditation since our initial certification in March 2004 and have developed our own online Quality Management System as an integral part of our day to day work representing our ongoing commitment to improving business performance.

For more information on our company activities please visit our website:

www.rickterscale.com

Measuring Progress

What are Soft Outcomes?

These are outcomes from training, support or guidance interventions which, unlike hard outcomes such as qualifications and jobs, are likely to describe an individual's journey rather than their destination.

Soft outcomes may include achievements relating to:

- interpersonal skills like working with others, level of emotional intelligence and coping with authority
- organisational skills like time management and the ability to order and prioritise
- analytical skills like decision-making, the ability to exercise judgement and problem solving
- personal attributes like motivation, awareness, confidence, reliability and self-esteem



What are Soft Indicators?

There is an interaction between indicators and outcomes, in that indicators are the means by which we can measure whether the outcomes have been achieved. The term soft indicators therefore can be used when referring to the achievements which may 'indicate' movement or progress towards an outcome - in the case of the Rickter Scale® Process, the goals which the individuals set and the action plans to which they contribute.

For example, a service may wish to explore whether an individual's motivation has increased over the length of them having input with them. An indicator or measure such as improved levels of attendance, time keeping and communication skills, suggest that the individual has moved significantly towards their goal.

Why is it important to measure Soft Indicators?

As a service, you may feel that you have enough monitoring responsibilities, and would like to concentrate on the 'job in hand', such as providing training or support and guidance.

However, if you do not already do so, it is important to recognise the value that soft outcomes and distance travelled and the use of a system designed to capture information on these elements can be as an integral part of your service.

These measurements can provide evidence for funding and management reports and working in this way is generally considered good practice. They can provide clear indicators of success for both the individual and the service and clearly help determine what works.

Additionally, they can improve the very process of working with individuals and raise the standard of service delivery. Consideration of soft outcomes also provides a valuable context for individual needs and progress, assisting in developing person-centred, strength-based practice.

The Rickter Scale®

What is the Rickter Scale®?

The Rickter Scale® is a unique motivational, multi-sensory assessment and action planning process, designed specifically to measure soft indicators and distance travelled.

First developed in 1993, our aim was to provide an effective means to measure and quantify the soft-outcome related progress that individuals were actually achieving in their journey from chaotic lifestyle to stability, from apathy and disengagement to focus and a sense of purpose.

The Rickter Scale® is an A4 size hand-held board with ten headings down the left hand side and a magnetic slider for each heading. This slider can be moved along a scale of 0 to 10, enabling the user to scale how they feel about each topic.

The Rickter Scale® board provides the user with a point of focus and engages individuals very effectively, whilst encouraging them to see the bigger picture and take responsibility for their own future. Not only is it tactile, but it removes the focus of the session from the interviewer thus helping to break down barriers and build rapport more quickly.

The process is very empowering for the individual, helping them to realise how different aspects of their life impact on each other. Through further dialogue with the interviewer, the individual can explore possibilities, make informed choices, take responsibility for their own goals and set a realistic action plan.

Flexibility

We have adapted the Rickter Scale® to work across any arena, so whether you work with individuals who have disabilities, the long-term unemployed, anyone considering an important transition in their lives, or perhaps a family facing multiple issues, the Rickter Scale® can help. Please see “**Overlays**” on page 6 for more details.

Benefits

- Provides evidence for funders/stakeholders
- Easy to use and understand
- Non-threatening and non-judgemental
- Instantly engages the individual
- Overcomes communication barriers
- Builds on what works for the individual
- Allows the exploration of possibility
- Motivates the individual to take ownership
- Creates greater self-awareness
- Flexible tool for use with different client groups
- Produces a reliable and comprehensive profile
- Enables immediate action planning
- Offers standardisation



Rickter Scale® Training



Training requirements

In line with our Quality Assurance procedures, anyone wishing to become a Licensed Rickter Scale® Practitioner must first attend and successfully complete our one day training course. Following completion of the training delegates will be presented with a Certificate of Competence. **The whole day must be attended to achieve certification.**

One of our Trainers will come to a venue of your choice to deliver your event. The course duration is from 9.30 a.m. to 4.30 p.m. with a break for lunch.

*** Training cost for up to 8 delegates.....£900.00**

Thereafter £112.50 per additional delegate (up to a maximum group of sixteen)

Rickter Scale® Boards.....£87.50 each

If you also work with groups as well as on a one-to-one basis, please see details of our **“Duo-package”** on page 7

* All quoted prices exclude any trainer expenses and vat

Please telephone or email our office for a more detailed quotation:

☎ 01463 717177 ✉ info@rickterscale.com

Some examples of the comments we regularly receive following our training:

“The benefit of interviewing without trying to influence the outcome.”

“A tool to assist people to determine where they’re at, where they’d like to be and how they’re going to achieve this”

“A very accessible tool, both concise and effective.”

“The Training was really informative and enjoyable. An excellent trainer, course and day!”

“Many thanks for an excellent training programme; very well-presented, informative, participative and facilitated with great clarity and good humour.”

Overlays



- ADDICTIONS
- ADULT LEARNING
- ASYLUM SEEKER-REFUGEE
- BUSINESS DEVELOPMENT - EVALUATION
- CAF
- CARERS
- COMMUNITY
- CRIMINAL JUSTICE
- DEBT MANAGEMENT
- DISABILITIES
- DOMESTIC VIOLENCE
- EDUCATION
- EMPLOYABILITY
- FOSTER CARE
- GROUPWORK
- HEALTH AND FITNESS
- INDEPENDENT LIVING
- LIFEBOARD
- MENTAL HEALTH
- PARENTING
- PERSONAL - SOCIAL DEVELOPMENT
- STAFF APPRAISAL
- VOLUNTEERING
- WOMEN
- YOUNG PEOPLE



Flexibility

On completion of the Training, new Practitioners will receive a Rickter Scale® Board pre-printed with the standard headings known as the “Lifeboard”:

The Rickter Scale® is extremely flexible and can be used across different arenas by using our overlays.

“Overlay” is the term given to the magnetic strips containing alternative headings which attach to the left hand side of the board. All Overlays come with their own software and cost *£25 each.

Current categories are shown opposite and there are a large number of overlay examples within each. **All existing overlay formats can be viewed on our website: www.rickterscale.com**

Orders for overlays or any other products can be placed using the Order Form and Catalogue supplied along with this information pack.

Customising an Overlay

Having looked through our collection of overlays it may be that you may wish to customise a format to better suit your requirements.

There is a *development fee* of £35 per customised format, plus £25 per overlay.

If you already know the ten custom headings and questions that you would like, please email a copy to info@rickterscale.com

A member of the Rickter Company Team will review and approve your format and then allocate a unique order code. We will then place your order with our Suppliers and it will be delivered to the address you provided. Should we need to discuss your format prior to approval we will of course contact you directly.

If you would like some help in creating a custom overlay please telephone our office on 01463 717177 for further assistance.

* All quoted prices exclude delivery and vat.

Groupwork Training

Using the Rickter Process with groups

Groupwork Training is available to existing Rickter Scale® Practitioners.

The Groupwork Board is an A1 sized version of the standard Rickter Scale® board designed for use with groups. It enables facilitators to engage with a group, to encourage interaction and supports multiple perspectives to be shared and produce group action plans.

The use of this board allows the measurement of soft indicators within a group perspective which can influence course work, network planning, community group development, partnership working and staff development. This unique way of working offers evidence for funders and management and will help develop good practice and demonstrate accountability.

There are two models of practice for use with the board which will be established during the training session and the Rickter Company can work with you to customise an overlay to meet your requirements.



Rickter Duo Package

We now offer a package pairing our two most popular training courses. This is designed to provide a cost-effective and time-saving solution for your staff development, encouraging skill development and confidence.

Day 1 delivers the **Rickter Scale® Training**, enabling your staff to become confident, comfortable and competent in using the Rickter Scale®

Day 2 focuses on the **Groupwork Board**, building on the learning from day 1, and looking at different applications of the process within group situations.



***Duo-Package special rate.....£1700.00**
(Maximum 12 delegates per day.)

The Groupwork Training may be booked as a stand-alone event provided those participating have previously completed Rickter Scale® Training. Cost for up to 12 delegates...£800.00

The Groupwork training session will:

- Coach and support Practitioners in the effective use of the Rickter Groupwork Board
- Ensure the facilitators are competent, confident and comfortable in using the Rickter Scale® Groupwork Board with their clients
- Enhance user proficiency with the Rickter Scale® Software

All quoted prices exclude any boards, trainer expenses and vat

Rickter Scale® Board @ £87.50 each

Groupwork Board Package @ £340.00 each (comprises 1 Groupwork Board and 10 single sliders)

Action Planning Training

Improving your Action Planning Process

Ask yourself the question, "How can I build on the skills that I have developed through Rickter Scale® Training"? Or "How can we Action Plan **with** our Service Users in a different way"? To address these areas we have put together an innovative Action Planning Course to help you .

The advantages of Rickter Action Planning are to gain an insight into what the individual understands to be their goals and to look at achievable steps. This helps to empower them within an acceptable time frame towards positive outcomes. They also have an ongoing method of documenting and recognising achievement.

The advantages for the service are to assist the individual to move forward by looking at resources required and levels of support towards their identified goals. Using our method the Action Plan is always client centred and encourages ownership. The Action Plan should be proactive focusing on the aspirations of the individual rather than being reactive and remedial. Positive Action Planning will demonstrate areas of good practice and development which will enable you to disseminate positive outcomes and achievements. It may also identify those processes which are required to inform strategies and future development plans for your service.

Action Planning Training Course

The Action Planning Training is a one-day event and can be booked along with Rickter Scale® Training or as a stand-alone event.

***Training cost for up to 16 delegates.....£900.00**

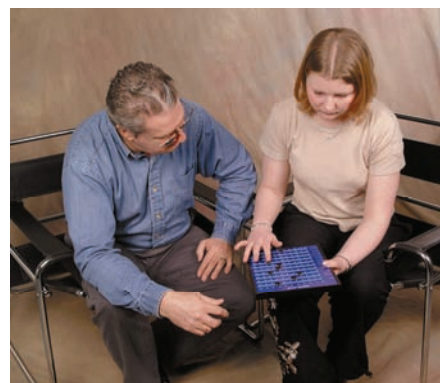
Action Planning Package

To cut costs you can opt for our specially priced 2-day Action Planning Package for only * £1700.00 (Maximum 12 delegates per day.)

Day 1 delivers the **Rickter Scale® Training**, enabling your staff to become confident, comfortable and competent in using the Rickter Scale®

Day 2 is the **Action Planning Training**, building on the learning from day 1, and taking an in-depth look at effective Action Plans.

*All quoted prices exclude any boards, trainer expenses and vat
[Rickter Scale® Boards @ £87.50 each](#)



Rickter Software

Rickter Excel is an excel-based system for recording an individual's scaling/movement following a Rickter Scale® Interview. The system is a downloadable file from the Rickter website, available to Practitioners on completion of the training. The software allows results from both baseline and review sessions to be saved to a standalone Excel file for each individual and produces basic graphs showing movement over time.

Cost: Supplied Free with your Rickter Scale® Board

RICKTER IMS (Impact Management System)

The Rickter IMS is a secure online system for recording outputs from Rickter Scale® interviews. The IMS operates in real time and offers the facility to record and make accessible every Rickter Interview across your organisation, whilst generating instant reports and graphs. It provides aggregation, analysis and reporting of qualitative and quantitative data enabling you to easily demonstrate 'what works' to stakeholders.



Two versions of the IMS are available dependant on your requirements:

IMS Lite aggregates data from Rickter Scale® interviews which can be analysed according to 9 standard report options. A Manager can be appointed to access reporting and oversee all Practitioner inputs.

Ideal for: *smaller organisations*

Cost: £950.00 per annum plus vat, for up to 16 Practitioners. Additional Practitioners may be added for a one-off fee of £60 per person

IMS Pro aggregates data from Rickter Scale® interviews and generates instant reports from a flexible menu, determined by your organisation. In addition to the 12 standard reports supplied, custom-built reports can be added (additional costs apply). *Practitioners, Managers and Delegates* can access the system and a designated *Administrator* has control to set parameters and accessibility options for users.

Ideal for: *larger organisations with specific reporting/customisation requirements*

Cost: From £8500 plus vat. One-off purchase price. Annual hosting and maintenance fees apply, currently £1500.00 per annum. Unlimited number of users.

IMS Benefits:

- *Easy to Use and Saves Time*
- *Data securely available online 24/7, accessible from any worksite*
- *Cost-effective Reporting*
- *Determine Actual Impact: Collate and share results service-wide*
- *Standardise Procedures*
- *Easily demonstrate what works to funders and other stake-holders*

Testimonials

"The use of the Rickter Scale® and its simple action plan structure has facilitated the gathering of 'softer' developmental outcomes for our organisation which has consistently added value to the community when reporting to funders and strategy groups."

Alan Blair (Coordinator) Next Steps Scotland

"In an ever-changing welfare to work industry that remains focused on 'into work outcomes', the Rickter Scale® has proved a useful tool to report on the progression of soft outcomes and our impact to our clients who move closer to the labour market, but do not necessarily access paid work. The Rickter Company remains responsive and shows immense flexibility to meet my business needs and deliver effective training to enable licensed practitioners to be efficient in its use."

David Sloan (Regional Manager) Action on Hearing Loss (formerly RNID)



The Training was really informative and enjoyable. An excellent trainer, course and day!"

Sandra Murphy (Community Education Officer) Southern Regional College

"I use the Rickter Scale® at the start and exit of each referral for the purpose of monitoring and evaluation. Clients like the feel of the sliding buttons and the originality of the idea. They also find themselves able to see connections between aspects of their lives they saw as unconnected, empowering them to make changes whose effects they may not previously have guessed. The method gives quantitative data (for Ofsted and Local Authority purposes as well as for self-reflection/self-review) on distance travelled/value added during the mentoring process: this would otherwise only be available in the form of vague qualitative information or anecdotal evidence. At a time when every initiative is under the microscope, Rickter's measurement of movement is a useful way of reassuring funding bodies and other stakeholders of an intervention's efficacy - as well as celebrating positive changes with the client themselves. If I ever have to prove my worth to my organisation, this tool comes through every time."

Phil Radford (Learning Mentor) Huyton Arts & Sports Centre for Learning

The Rickter Scale® gets important information from young people in a safe and user-friendly way. Because it is a hands-on system it is not just someone asking questions – they get to do something at the same time. The review system helps show soft outcomes and maps the distance travelled so we can show the young person how well they are progressing.

Phil Crammond (Coordinator) The Electric Palace

Why use Rickter?

Ten reasons to use the Rickter Scale®



Measures Impact

Provides a measure of soft indicators, outcomes and 'distance travelled'. Evaluating those outcomes you know exist, but are difficult to demonstrate.

Easy Implementation

Following a one day training course, Rickter can be put into practise straight away and comes with easy to use software.

User Friendly

Helps remove barriers and engages with the individual. Non-threatening and non-judgemental.

Comprehensive

Provides a quick yet comprehensive profile of individual needs, enabling Practitioners to prioritise issues for intervention and support. Helps individuals to 'see the bigger picture'.

Evidences good practice

Adds value to good practice already in place by providing a structured way of working for staff. Offers evidence to customers and funders.

Promotes Choice

Encourages individuals to explore possibility and new perspectives whilst keeping goals realistic and focused. Helps motivate individuals to take ownership of their action plan.

Cost effective

Cuts down on administration. Rickter has been proven to help move individuals on quicker, leading to cost benefits e.g. moving them off benefits earlier. Assists with funding bids and contributes to more cost-effective strategic planning and resource allocation.

Flexibility

Meets the needs of your organisation. Rickter can be applied to any client group, for an extensive range of purposes and contexts and across all sectors and levels. An ideal resource for staff appraisal and multi-agency working/partnership approaches.

Accessibility

We have many adaptations of the board to meet all user requirements, including Braille and Pictorial versions.

Trust

The Rickter Company has been in business for over 10 years and our friendly, professional team has earned an international reputation for excellent service.

Case Studies

The Rickter Scale in Practice

Case 1

“Adam” has a learning disability and is epileptic. On arrival he made no eye contact and chose to communicate very little. However as soon as he took the Rickter Scale® into his hands, he sat up and gave his attention to it.



From undertaking the scale an action plan was agreed. He identified his main goal was to have his own living space and make choices. We talked about how he could do this and he suggested that he would need to be employed and earn money to live independently. On discussion he recognised that he needed training and experience within a working environment. A placement within retail was secured and regularly monitored, with both the individual and the employer giving input to training and support needs. The placement lasted for six months at which point the Rickter Scale® review was carried out.

“Adam” had gained experience and started to apply for work on the open labour market. He wanted to move, not just out of the home he shared with his parents, but away from the area completely. “Adam” felt confident enough to voice his opinion and to put into action his wishes. His parents had friends in another region of Scotland and agreed that he could go there if he could find a job, and that he would accept help from the friends if he needed it.

“Adam” successfully secured employment and he got his own flat. He also supported a friend with similar disabilities to come and share the flat and gain employment.

A year has passed during which the individual has changed his employer, increasing his wages and experience, and has become a valued member of the staff team. Most importantly he has achieved his goal and is living independently. His social skills have grown and he has made friends within his new community.

Case 2

“Dave”, 21, was homeless and long-term unemployed. He had a number of personal issues that were holding him back. He was referred to the Cyrenians and moved on to private rented accommodation as part of the Cyrenians Rent and Deposit Guarantee Scheme. Throughout this time he was able to access support through the ETE team.

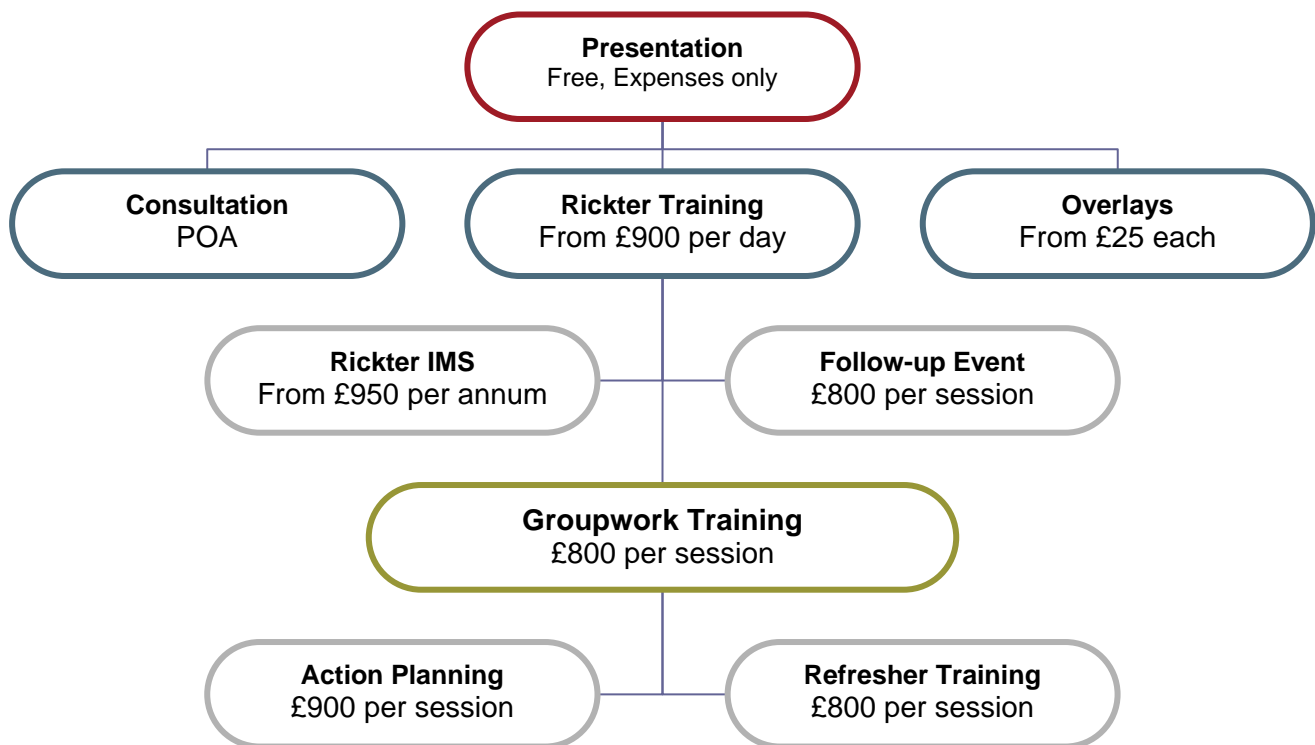
Initially Dave was referred to Venture Scotland, attending a number of team leadership courses and was part of their Millennium Volunteer programme. Following this, and after discussion with a Cyrenian ETE worker, he began a communications course at his local college.

“The Rickter Scale® gave me a chance to look at myself and to prioritise things in my life. You have really helped me in getting motivated for college and to change certain aspects of my life for the better.”

Since then he has successfully moved onto a placement with Standard Life as part of their ‘Work Life’ programme. This enables homeless agencies to nominate people who are committed to starting work but who do not have any formal qualifications or previous experience. This excellent opportunity is for six months.

For more case studies please visit: www.rickterscale.com/our-customers/case-studies

Implementation Process



Phase 1 (Optional): **Presentation** – Free demonstration and discussion of the Rickter Scale® for your Team, to aid the decision-making process.

Phase 2 (Required): **Rickter Scale® Training** to ensure all Practitioners are confident, competent and comfortable in using the tool. Training cost for up to 8 delegates is £900.00, thereafter £112.50 per additional delegate (up to a maximum group of sixteen). **Rickter Scale® Boards** cost £87.50 each and it is recommended that a board is supplied to every new Practitioner.

Phase 3 (Optional) **Consultation**: We work with you prior to your training to develop specific Overlay(s) to accurately reflect your client needs, and to develop a comprehensive strategy for effective implementation.

Phase 4 (Recommended) **Overlays**: Choose an Overlay from our extensive range to meet your exact requirements.

Phase 5 (Recommended): **Rickter IMS**: This web application is designed to effectively manage your Rickter Scale® data, share results across your organisation, manage action plans and supply reporting.

Phase 6 (Recommended) **Follow up Event**: Make the most of your investment by scheduling this event approximately 6 months after your initial training to bring your Rickter Scale® Practitioner group back together, review implementation and share best practice. Report is included, sixteen Practitioners maximum.

Phase 7 (Recommended) **Groupwork Training**: This popular course introduces the Groupwork Board and shows how the Rickter process can be applied to Group settings to enable the measurement of soft indicators within a group perspective. Twelve delegates maximum.

Phase 8 (Recommended) **Action Planning Training**: This training will increase skills and confidence in Action Planning. It is incorporated within the Rickter Scale® Process through practice, exploration and discussion. We also look at the definition of an Action Plan and the importance of monitoring and review. Twelve delegates maximum.

Phase 9 (Optional) **Refresher Training**: Half day session for existing Rickter Scale® Practitioners who wish to refresh their skills by experiencing the process again, sharing good practice and reinforcing their confidence in using the board. Sixteen delegates maximum.

All quoted prices exclude boards, trainer expenses and vat

Our Customers



Who we are working with right now

As examples of the wide variety of applications of the Rickter Scale®, we are currently working in the field of ESF Funding, with Rickter being used in Northern Ireland through Proteus and DEL (Department for Employment and Learning) to monitor up to 60 services around their work in Employability.

Also in the Employment arena is the RNIB in Northern Ireland and within East Ayrshire Council Rickter is being applied by the Community Learning and Development Team, particularly around Adult Guidance and Education.

A Transfer of Innovation Partnership has led to work in Germany, Italy and Greece. All are using the Rickter IMS to collate and compare each country's use of the Rickter process.

Further work involving Bulgaria and Germany will be underway soon.

Examples of Organisations we have worked with include:

ADDICTIONS

Addaction
Next Steps Scotland
SHAP Ltd

COMMUNITY

Crossreach
Mission Australia
Pilton Equalities Project

CRIMINAL JUSTICE

Apex Scotland
Crime Concern
HMP Cardiff

DISABILITIES

Disability Action
Dumfries and Galloway Personalisation
Enham

EDUCATION

CfBT
Kirklees College
Northumberland Behaviour Support Service

EMPLOYMENT/TRAINING

Careers Wales
East Ayrshire Council
Proteus (NI) Ltd

ETHNIC MINORITIES

Aimhigher
Oxfam
Skillnet

HEALTH AND FITNESS

Building Healthier Communities
South Manchester Healthy Living Network
Sport England

HOMELESSNESS

Cyrenians
New Start Highland
YMCA/YWCA Housing Services

MENTAL HEALTH

Action Mental Health
Hull & East Yorkshire MIND
Scottish Association for Mental Health (SAMH)

VOLUNTEERING

NCH
Voluntary Action
Volunteering Highland

YOUNG PEOPLE

Catch 22
ROC Friese Poort (Netherlands)
Young Lives

The Rickter Company



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