

# IPS

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## Individual Placement and Support



## **IPS - What is Individual Placement and Support?**

In 2016, Dame Carol Black carried out an independent review into the impact on employment of drug or alcohol use and made a number of recommendations aimed at increasing the number of people able to move from treatment to paid employment.

Following this recommendation a pilot programme was created with IPS schemes being launched within several treatment services, ensuring that employment specialists and health professionals could work collaboratively.

IPS provides intensive, personalised support, starting with a rapid job search to help people find and choose the right job for them and stay in the role. By using a personalised approach to support people, IPS helps people find paid jobs that suit their skills and interests within just weeks of being referred to the service.

Once someone has been placed in a role, IPS teams continue to work with both employer and employee to sustain the job placement for as long as possible. In addition to helping people find work, IPS specialists work directly with employers, building relationships to benefit the people they are helping, and provide expert advice around welfare benefits to help them make informed decisions about work.

In 2021, following the announcement of £21 million investment in the IPS programme over the next three years as part of the Government's new drug strategy, IPS was expanded to many more areas.

At Humankind, we have over 30 years' experience in delivering services that support people into and closer to the labour market and believe that employment is a vital part of the recovery journey. As a current provider of IPS in four treatment systems and a partner involved in one of the pilots, we have seen first-hand the impact that employment plays in a person's recovery.



## Case study - Christine's story

Christine had always enjoyed working so when she was without a job she found herself getting bored of doing the same thing every day and, without the structure that work provided, was overthinking and worrying a lot. Fortunately, her Recovery Worker at Humankind's South Tyneside service put her in contact with an IPS Employment Specialist who could help.

Christine met with Danielle, her Employment Specialist, and told her about the sort of job she would like to do and the hours she'd want to work, as well as discussing what had gone wrong with work in the past. With Danielle's help, Christine updated her CV, searched for jobs and worked on applications.

Danielle also spoke to several potential employers and set up a two-day trial in a school kitchen and an interview at a local care home. Before the interview, Danielle met with Christine to run through possible questions that might come up and help to put her at ease – and it clearly worked as Christine got the job!

Since Christine started working at the care home, she's chatted to Danielle most weeks and has received help with e-learning, as well as support to use the Universal Credit portal and make changes to her benefits. Even when Danielle was on holiday, her colleague Adam was available to help Christine with any issues she encountered.



Speaking about her experience with IPS, Christine said: “All of this has changed my life for the better. I’m busy now and I’m making my own money and learning new skills. I love interacting with the residents in the care home and I feel good knowing that I’m helping others.

“The support I received once I started work was really useful as without it, I may have ended up quitting because of any small stress factor. I’d definitely tell anyone to get help from IPS as the support is ongoing and unlimited so you’ll be more likely to get and keep a job.”

It is now Christine's goal to secure a permanent part-time contract, to stay abstinent from alcohol and manage her anxiety.

# Staffordshire IPS service October 2019 – Feb 2022

## Referrals



# 277

## Engaged



# 191

(69% conversion rate)

## Jobs

# 75

(39% job entry rate)



# 86%

 full time

# 24%

 part time

## Areas of improvement for participants



### Life skills

28%



### Mental health

40%



### Finances

15%



### Housing

8%



### Confidence

31%



### Relationships

7%

*“With the team’s help I went from not wanting to look for work to finding the motivation to upskill myself and find employment in an area I enjoy rather than a meaningless job.”* **Service User**

*“Having the IPS service to refer to is helpful and extremely easy. During one to one sessions with clients the majority want to be out earning money or engaging with the community so having the service helps the client with this and it has been a reason so many of my clients have found they reduce and stop using illicit substances.”* **Referrer**

*“I hadn’t heard of IPS until I interviewed someone from the programme and subsequently employed them, I would have no hesitation in using the service again as it was eye-opening to see the motivation in someone’s eyes even though I had experienced candidates apply for the role.”* **Employer**

*“I’ve referred into IPS as it evidently supports people with an extra dimension during their recovery journey giving purpose, boosting self confidence and self worth.”* **Referrer**

# Employer Engagement

Employer engagement is one of the key parts of IPS.

## At Humankind, our IPS team:

- Work with employers to develop their knowledge of substance use within the workplace
- Support employers to tailor job opportunities to meet the needs of people
- Support with offence disclosure and risk management
- Connect with local employers through live job advert
- Attend local job fairs to liaise with employers and understand what their immediate and long-term staffing needs are
- Attend regular training to develop employer engagement techniques to interact with employers using the IPS approach
- Attend employer meetings alongside potential candidates to help them become independent and confident with speaking to employers
- Utilising social media to connect with employers

*“Working with IPS has been useful for my business; it helped speed up the recruitment process and to identify suitable candidates.*

*In the beginning, I had several chats with Danielle about the kind of employee I was looking for. Experience and skills were not the most important thing to me, and it was more important to find a person who was willing to learn, could offer flexible working and had a genuine passion for care.*

*Danielle put forward a few suitable candidates and sent me across their CVs. I trusted her because I know she had a good understanding of our recruitment needs and more in-depth knowledge of the candidates.*

*I invited one lady for an interview, and from our first conversation I knew she was going to be a good fit for our team. I have since offered her bank hours with room to increase this to a permanent contract within the first 3 months.*

*Danielle has been there to offer my new employee support with her DBS and references, and this has taken some pressure off me. It is nice to know Danielle will still be there to offer her continued support whilst my employee settles into her new role. I would certainly use IPS again to help with my recruitment.”* **Employer**

# How Humankind can help

Humankind has been involved in the integration of IPS into substance use services since the start as we delivered of the initial pilots at our Staffordshire Treatment and Recovery Service. Since then, the Staffordshire programme has been extended and we are also delivering IPS services in Cumbria, Leeds, and South Tyneside and Gateshead (in partnership with CGL).

When delivering IPS within our services, we are drawing on more than 30 years' experience in supporting people into training, skills and work opportunities. We know that employment plays a fundamental role in a person's recovery and our IPS programmes are already proving a success with almost 40 per cent of participants moving into work.

As a national charity with more than 1,200 staff and around 100 volunteers providing services for almost 80,000 people, Humankind is committed to reducing deprivation and exclusion and to improving people's well-being. We have specialist services across England which include drug and alcohol, clinical, children, young people and families, health and well-being, employment, training and education, health and well-being, criminal justice and offender rehabilitation, gender specific and housing and housing support services.

## Find out more

Humankind is well placed to deliver IPS through our existing treatment services, as well as cross-border opportunities in new areas. If you would like to discuss how IPS could be implemented in your area, please get in touch [IPS@humankindcharity.org.uk](mailto:IPS@humankindcharity.org.uk).

# Humankind Drug & Alcohol Service locations



Humankind IPS  
Service locations

