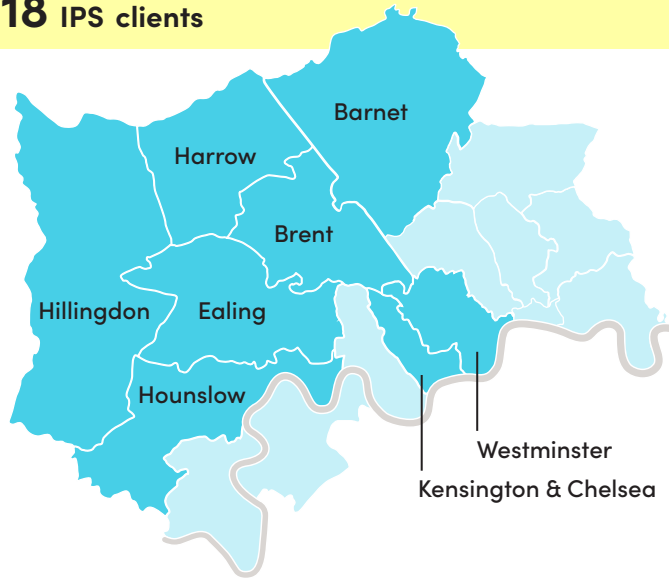


# Who did the IPS service support?

From January 2019 to March 2022

**718** IPS clients

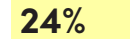


## Nearly 80% are in receipt of out of work benefits

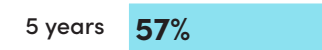
Receiving out of work benefits



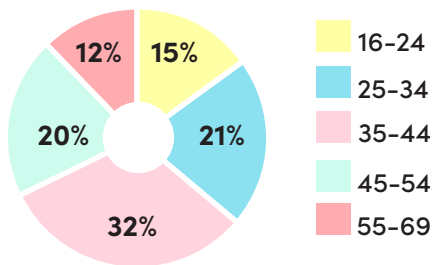
Not receiving out of work benefits



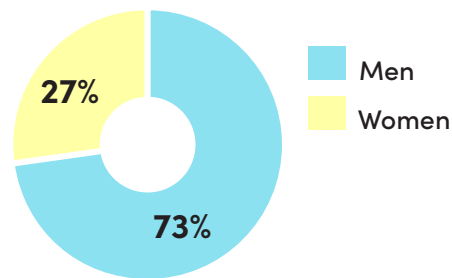
Time since last job



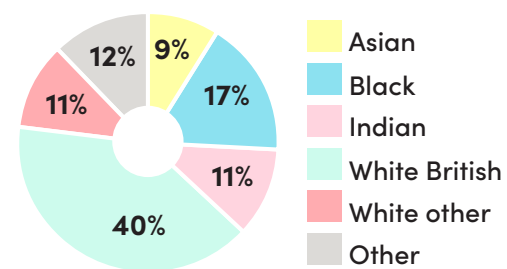
### Age



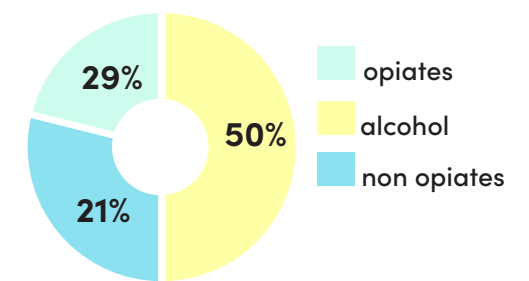
### Male/Female



### Ethnicity



### Main substance issues



# Employment outcomes



**30% of clients moved into paid work after IPS support.**

\* Up to 38% job start rate for individual boroughs.

*“Good outcomes for a new service and during COVID pandemic”*  
Professor Adam Whitworth

Of those job entries, around 75% were for **16+ hours per week on average.**



And around half of the job entries were **sustained for at least 13 weeks (48%)**

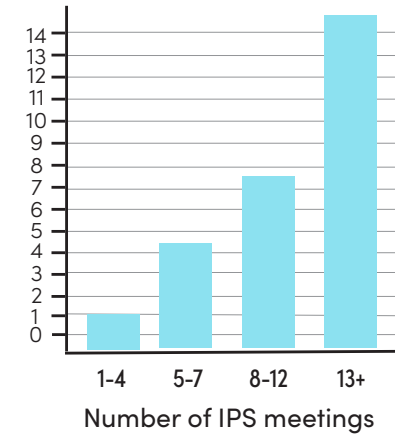


The vast majority of the job entries occurred **within 9 months** of IPS start



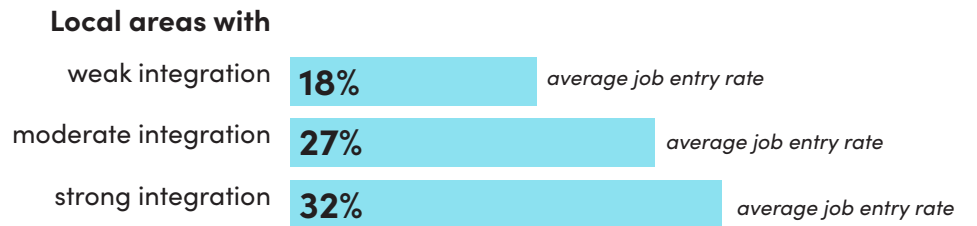
## Service impact

Likelihood of moving into work compared to reference group (1-4 IPS meetings)



\*1-4 meetings is the reference value. This is statistically significant at the 5% level. The above chart demonstrates the statistical/regression model with the following controls local authority, referral source, main substance issue, treatment status, time since last employment, visited GP recently, visited A&E recently, benefits, ethnicity, sex, age, housing tenure, criminal convictions, work confidence, highest qualifications, year started on IPS service.

## Strength of IPS service integration into local drug & alcohol team



### 4 key factors of an effective IPS service

#### 1. Integration

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*"Integration has to be part and parcel of what's going on, sharing sources, sharing information, sharing the work that we do together and kind of almost presenting it as one package for the client. That's integration. That you're really built into what's going on with the drug and alcohol service, and vice versa."*

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##### a. Cultures of the host/co-located drug & alcohol team

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*"I think the challenge for us is trying to get [AD] staff's head in a different place and thinking actually this is something that can be at any point in the treatment journey. So don't just think about it for people who are abstinent, people who've been in treatment a while and achieved a lot of recovery capital. Think about it all the way through the pathway... that IPS can be a part of their treatment journey"*

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##### b. Physical co-location and full participation of IPS employment specialists in meetings etc of the drug & alcohol team

##### c. Suitable data share & IT systems to facilitate integrated working

#### 2. IPS fidelity

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*"Fidelity is from the start and that's our quality, it's our benchmarking... I feel like it's a golden thread throughout"*

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#### 3. Employer engagement

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*"We've developed a more overarching way of working towards employer engagement and working with more employers from across London, but it is more focused towards the industry of our clients' preferences"*

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#### 4. The nature of the IPS Employment Specialists and their relationships with clients

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*"I think that the fundamental part of this practice is client interaction and how you deal with and respond to the client, how you're responding to them, and how you conduct yourself professionally....everything follows on from that."*

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Clients were overwhelmingly glowing about the IPS service.

*“There was never this kind of pressure you know they were always loving, always like giving me the incentive. There was no pressure, it was not like another service because that was like, you know, “you need to apply, how many jobs did you apply for?” IPS client*

### 5 key strands to what they found positive about the service

- Practical support, e.g. CV writing, interviewing practice, exploring jobs, talking with employers
- The consistency, intensity and flexibility of support;
- Continual encouragement and challenge that is supportive, client-centred, flexible and caring;
- The person-centred approach;
- The broader commitment to client wellbeing.

*“This for me is a service that says we will help you get back into working and how does that work, I think it’s about confidence. I think it was the way he listened really... we will accept it and we will support. What you need is that feeling of being respected and believed.” IPS client*

*“I lost my confidence completely. You know, I was at the very, very bottom. I was thinking that I was never going to be able to pass a job interview again...But I got a job in my career. I’ve got a plan. I’m studying this course...because they gave me the confidence This for me is a service that says we will help you get back into working and how does that work, I think it’s about confidence. I think it was the way he listened really... we will accept it and we will support. What you need is that feeling of being respected and believed.” IPS client*