



Individual Placement and Support (IPS)

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Responses to Questions

How long can someone work with the service?

- Secondary Care (Core, Enhanced, Early Intervention Team, Community Forensic Team) – Time unlimited as long as they remain under the care of the clinical team. At point of discharge, transfer to primary care IPS service could be considered.
- Primary Care – Typically 9 months job coaching/placement following which a review would take place (not necessarily leading to discharge), typically 4-5 months follow-along support once in work (based on research around drug and alcohol IPS implementation).

Can people who are accessing MH services outside of the NHS have IPS support?

- Yes. The primary care IPS service supports individuals with severe and complex mental health difficulties.
- Turning point also provide drug and alcohol IPS services.
- Connect to Work will deliver IPS employment support, referral criteria will include individuals with a disability/health condition as per Equality Act definition.
- Turning Point Talking Therapies have employment advisors and typically support individuals with mild-moderate mental health difficulties.
- Anyone can access [STEP-UP - Wakefield Council](#) however this does not use the IPS model currently.

My concerns are about the issue of losing benefits in order to work – what is the situation regarding receiving benefits and being supported by IPS?

- IPS would complete a better off calculation to understand the financial impact of moving into work. Anyone can access these via the following links:
 - [Benefits Calculator - entitledto - independent | accurate | reliable](#)
 - [Turn2us Benefits Calculator](#)
- Engaging with IPS services could help fulfil commitments as required with your UC claim (depending on which benefit you are in receipt of and agreement with work coach)
- It would be worth reading up on work allowance entitlement and earnings taper for more information ([Work allowance for Universal Credit – Entitledto](#), [Earnings taper – Entitledto](#))

If a job proves to be unsuitable, does the whole process of applying for benefits have to be started again?

- This might depend on time elapsed since claim ended, (e.g. typically over 6 months then reapplication would be required).
- You may still be in receipt of UC whilst working so benefit would just be adjusted.
- Can depend on circumstances on how you left the role.

Getting an interview is almost impossible if a mental health illness is stated on an application form. How do you find out which employers are open to supporting people with this type of illness? Is there a voluntary work coordinator?

- Disability confident scheme – [Disability Confident Employers | i can be...](#) – Lists organisations
- Guaranteed interview scheme – If you highlight your health condition/disability and meet the essential criteria, the organisation will offer you an interview.
- [Glassdoor | Job Search and Career Community](#) – Provides insights and anonymous conversations around employers.
- SWYPFT volunteering - [Volunteering - South West Yorkshire Partnership NHS Foundation Trust](#)

Is there potential to have IPS advocates who can attend interviews/give advice for specific job interviews? They would be a big help in gaining feedback regarding unsuccessful applications, interviews.

- This is part of the employment specialist role. Depending on the support needs and consent, employment specialists can support to/in interviews, first day on the job etc. Part of employer engagement would be obtaining interview feedback and reflecting on this with the client to help inform the employment action plan moving forwards.

Is there a job/volunteering opportunities boards to encourage local organisations to share potential volunteering/ job opportunities?

- Increased use in social media to promote opportunities, e.g. Facebook local jobs pages.
- Careers fairs – locally held, example, UK Careers Fair at Unity Hall, Wakefield on Thursday 14th August.
- Community boards in supermarkets, shopping centres etc.
- Job clubs?

Can you assign an individual IPS buddy? They can be aware of that person's background, abilities, limitations, and act as an advocate.

- These should be areas an employment specialist is aware of through vocational profiling and a capacity they can certainly support in.

There is a stigma around people with mental health being seen as unreliable, not intelligent, not capable even this is “officially not the case”. It seems a definite disadvantage. How does IPS challenge this?

- Our overriding philosophy of IPS is that anyone is capable of undertaking competitive paid work in the community, if the right kind of job and work environment can be found and the right support is provided.
- We're trained in managing opposition from employers and positively challenging this during employer engagement.
- Provide training for employers around wellbeing in the workplace and mental health awareness.
- Evidence suggests that for individuals with lived experience (who have recovered or are managing their mental health conditions compared to those actively experiencing symptoms), with proper workplace support, treatment access, and job control, can achieve absence rates similar to or better than the general population. Factors like stigma reduction, mental health interventions, and job security play a significant role (www.mentalhealth.org.uk).

Getting advice on preparing a C.V if an individual has had a big career gap. Do you have to discuss mental health issues and reasons for gaps in employment? It would be good to know how to approach this in a positive way.

- For most roles you are not obliged to divulge personal information regarding your health condition however we will always discuss the pro's and con's of doing so, which also includes additional support under the Equality Act (2015).
- I've embedded some documents highlighting some pro's and con's of disclosure as well as some examples of positive disclosure statements below.



Microsoft Word Document



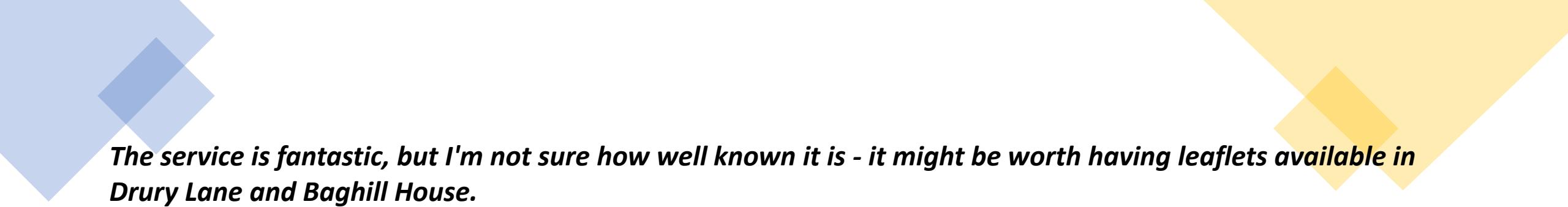
Adobe Acrobat Document

Can IPS share advice on recognised courses/ qualifications to add to your C.V?

- Yes, but traditionally we use the 'place, train and maintain' approach so this wouldn't be our first port of call.
- For those in work already but want a career change, Step-Up offer can offer support in this area, link: [Career change and promotion - Wakefield Council](#)
- Anyone can access Wakefield adult learning, link: [Wakefield Adult Education Service - Wakefield Council](#)
- Various other training providers such as Realise, (link: [Realise](#)) who offer accredited training courses, some with work placements and guaranteed interview schemes.



Feedback



The service is fantastic, but I'm not sure how well known it is - it might be worth having leaflets available in Drury Lane and Baghill House.

- Banner stands – Do people look at these in waiting rooms?
- Leaflets – Will display more following rebrand.
- Filming – Plan to display videos on waiting room TVs.
- Online service directory – Directory is outdated, needs to be updated to reflect primary care expansion.

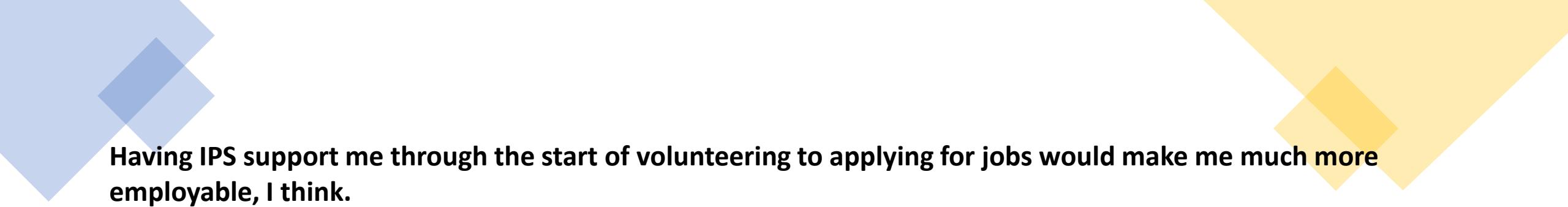
I don't have a Care Coordinator anymore (she's been sick for three months and I've been given no update), without a Care Co, I cannot easily access IPS

Secondary Care

- Core, Enhanced, Early Intervention – Individuals under the care of these community mental health teams can complete the Expression of Interest facility under the 'Referrals' section via the service directory, link: <https://www.southwestyorkshire.nhs.uk/services/wakefield-individual-placement-and-support-ips-employment-service/> or Google search 'Wakefield IPS Service'.
- Ring your community mental health team office number and request referral to the IPS employment specialist.

Primary Care – Supporting individuals with severe and complex mental health difficulties

- If under the care of the Primary Care Mental Health Practitioner Team, speak to your allocated worker to request a referral.
- Speak to your Job Coach or Disability Employment Advisor at the JobCentre and request a referral.
- Aiming to open up referrals to LiveWell social prescribing in the coming months.



Having IPS support me through the start of volunteering to applying for jobs would make me much more employable, I think.

I just feel stuck as far as getting a job is concerned. I have gone out and got lots of volunteering experience, attended numerous courses, but can't see how I can utilise these and apply for relevant jobs, partly because so much funding is being cut, and peer support type roles are ones that are being cut.

Using the IPS model, and a 'place, train and maintain' approach, our primary focus would be focussing on finding a paid role. After conducting a vocational assessment, that assesses strengths, skills, experiences, qualifications, preferences and support needs, we would create an employment action plan on how to move closer to your goal. Tools like employer engagement help level the playing field so to speak, we advocate and champion our clients as assets to their organisation that we would support to sustain work. We encourage more inclusive recruitment strategies like assessment centres or work trials and even attempt to carve roles for our clients. We would consider training or volunteering if this was necessary to achieve a certain position.

- One of the main issues is employers and their lack of awareness, understanding and acceptance of mental health, neurodiversity and any other condition or disability, which therefore creates the barrier to meaningful employment.
- More awareness and training need to be given to all employers and organisations to enable them to be disability confident and an inclusive welcoming environment. It should not be optional but mandatory
- People want employment but find it hard having disabilities and mental health problems. People feel let down by past experiences

Relates to one of the questions in the previous slides.

Healthy Working Life :: West Yorkshire Health & Care Partnership

West Yorkshire is a trailblazer location and will receive £37 million in total, split across the [West Yorkshire Combined Authority](#) (£10 million), local authorities delivering the [Connect to Work](#) programme (£16 million) and [NHS West Yorkshire Integrated Care Board](#) (£11 million) for the health and growth accelerator.

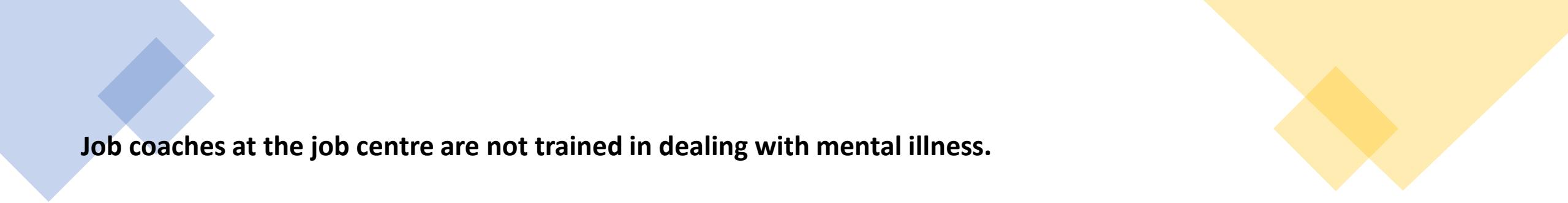
Healthy Working Life is the joint programme of the Combined Authority and the NHS West Yorkshire Integrated Care Board (ICB) that will deliver the aims of the White Paper. The programme started on 1 April 2025 and runs until April 2026.

Currently in West Yorkshire, it is estimated that there are 101,000 people who are unable to work because of one or more health conditions. The £11 million for the ICB is to support 1,300 people who are (or who are at risk of becoming) economically inactive due to ill health to return to work or stay in work and remain economically active.

This investment will enable us to work together to help us reduce health inequalities and improve health outcomes in some of our most deprived communities.

The funding will be used to:

- Help more people say and feel that a good job leads to good health.
- Ensure we can do even more work linked to prevention and early intervention activity.
- Expand and diversify employment support and employer liaison.

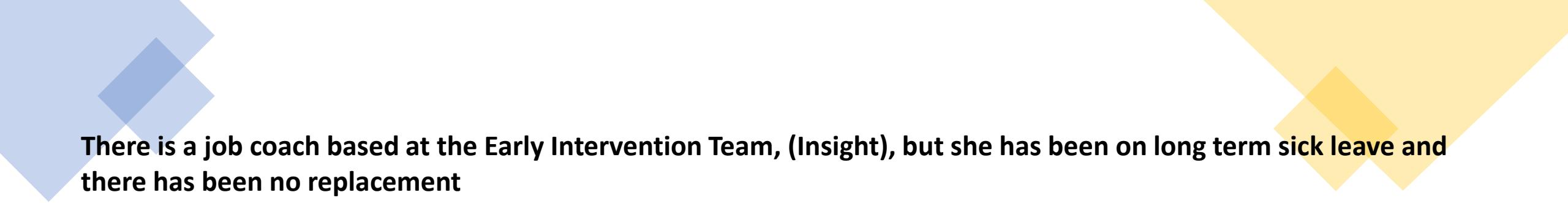


Job coaches at the job centre are not trained in dealing with mental illness.

I'd agree to some extent, they don't have access to the same level of training we are fortunate to have access to or require to deliver our support however Disability Employment Advisors are well placed to provide/advise work coaches on additional support/adjustments that may enhance the support/approach required to meet the needs of individuals with mental health difficulties. There are changes within the Job Centres included specific health journey work coaches that can provide more time/support within appointments.

I am supporting someone who lacked the capacity to apply for the highest rate of UC but also couldn't understand why they needed a 'disability benefit', due to a lack of insight into their illness. This doesn't appear to be understood outside mental health services but is extremely common.

Incredibly difficult to comment on but I can appreciate the difficulties having supported individuals/carers in the same position when working clinically. ?Could DIAL or Citizens Advise Bureau advise on frameworks like Appointeeship and Property and Financial Affairs Lasting Power of Attorney.



There is a job coach based at the Early Intervention Team, (Insight), but she has been on long term sick leave and there has been no replacement

This employment specialist is back in post now.