

# Intensive Personalised Employment Support

[Background](#)

[Identification and screening process](#)

[Eligibility](#)

[Suitability](#)

[Eligibility and suitability criteria satisfied](#)

[Initial Contact](#)

## Background

Intensive Personalised Employment Support (IPES) is a new voluntary provision covering England and Wales for people with disabilities and complex barriers to employment. These people would be considered to be more than 12 months from the labour market without the support of this programme. They will require more intensive support to transition into work, beyond that available in the jobcentre, including other DWP contracted provision.

IPES focuses on supporting this group of people into employment by delivering support tailored to an individuals' needs. It will focus on overcoming barriers, identifying and achieving employment aspirations and providing consistent contact and intensive support throughout the participants' journey.

The provision will consist of three main areas:

- Introduction
- Support into Employment
- Sustained In Work Support

## Identification and screening process

The agent identifies that a claimant may be eligible and potentially suitable for IPES. This could be when reviewing the case or when the claimant is present and could be at any point in the claimant journey, such as following a Supportive Steps intervention.

The agent must check whether they are eligible and suitable for IPES. It is advised that cases are discussed with the DEA to confirm eligibility and suitability.

It may take several discussions to establish whether the claimant is eligible/suitable for IPES, is interested and wants to participate.

If the claimant has been referred to IPES previously, the agent should ensure they are eligible for re-referral.

## Eligibility

To be eligible for IPES the claimant must satisfy **all** the following eligibility criteria:

- have a disability or disabilities as defined in the [Equalities Act 2010](#)
- have the right to reside in the UK
- have the right to work in the UK
- reside in England or Wales

- not be in any form of paid employment
- be of working age (aged 16 to State Pension age for residents of Wales, aged 18 to State Pension age for residents of England - 16 to 17 year olds who are not in work are required to stay in education or training)
- not be currently participating on other DWP Contracted Employment provision

### **Suitability**

If the claimant satisfies **all** the eligibility criteria, the agent must confirm the claimant is suitable and would benefit from the support given by IPES.

To be considered suitable for IPES, the claimant must satisfy **all** the following suitability criteria:

- want to work and volunteer for IPES
- have complex barriers to work, such as a learning disability or barriers such as homelessness or substance abuse. This list is not exhaustive
- be more than a year from employment in the labour market without the support of this programme
- require more intensive transition into work and support beyond that available in the jobcentre, including other DWP contracted provision

### **Eligibility and suitability criteria satisfied**

If the potential participant passes the eligibility and suitability checks, explain the nature of the provision in detail, ensuring the following points are included:

- that participation is entirely voluntary
- IPES provision starts from when they take part in the first meeting with the provider and the provider will support them for up to 15 months, even if their benefit changes.
- if they start work the provider can support them in work for up to six months. Taking part in the programme, including any period of in work support, will not be longer than 21 months
- if they are accepted onto IPES, they will not be able to access any other DWP provision during this period
- if they start work, they may be eligible for support under the Access to Work scheme

Outline the claimant's responsibilities whilst on the provision, including:

- participating in Case Conferencing and face to face meetings
- that the support is intensive and that participants must be motivated, committed, available and intend to start

It may take several discussions to establish whether the claimant is eligible/suitable for IPES, is interested and wants to participate.

If the claimant has been referred to IPES previously, the agent should ensure they are eligible for re-referral.

### **Initial contact**

Initially there will be a 3-way warm handover meeting with the work coach, provider and claimant. This is followed by 3 other case conferences, arranged by the provider, the final one being before IPES ceases or the claimant moves into employment.