

Intensive Personalised Employment Support overview

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Background

Intensive Personalised Employment Support (IPES) is a 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 Support provided by IPES

IPES supports participants to increase their independence, confidence and motivation. Helping claimants to move closer to and find sustained employment.

All participants will receive 1-2-1 support from a key worker who will be assigned to the participant throughout their time on provision.

DWP will continue to provide case conferences throughout the claimant's time on IPES where appropriate. These are 3-way appointments between the provider, claimant and their work coach.

For more information on holding case conferences, see: 'Spotlight on: Intensive Personalised Employment Support: Supporting claimants who are on the provision or disengage from the provider'. DN insert hyperlink

Claimants on IPES will still have to meet their Universal Credit conditionality requirements while on the provision. However, their claimant commitment and requirements will be tailored to include the activities claimants complete as part of IPES.

Claimants and their key worker will agree an IPES action plan which details the activities they will complete to help develop skills and move towards the long-term goal of sustained employment.

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

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

In work support from the provider

The IPES provider can support the claimant in work for up to 182 days (6 months) after they find a job.

The provider will issue an Employer Support Plan that outlines the support the provider will give to the claimant and employer during the in-work support period. The support for the claimant and employer will be provided at the same frequency and intensity as it was before the claimant moved into work. Participants who become self-employed will also receive this support.

In work support from the provider can include:

- the continuation of regular contact with the claimant with a face to face meeting at least every 4 weeks
- arranging for the claimant to visit the location of their new job to familiarise themselves and get a work buddy

- accompanying the participant to the work place and attending meetings between the participant and their manager
- arranging any reasonable adjustments including Access to Work support

At the end of the in work support period, the provider will issue an Exit Activity Plan for the participant.