

Standard data set for IPS services

Note: This tool forms part of a suite of guidance documents, tools and templates developed by the IPS Grow consortium. Further information can be found at www.ipsgrow.org.uk. Please ensure you adapt this document fully to comply with local requirements. This tool was last updated June 2018.

This document provides a recommended standard data set for IPS services. It covers the key outcomes that IPS services should be measured on; a set of quality indicators that help determine whether the service is adhering to IPS fidelity principles and is responding to user need; guidance on additional and non-standard outcomes; and reference tables with standard demographic and job type fields.

Mandatory reporting requirements for services are defined by the NHS Mental Health Services Data Set (MHSDS), local commissioners, and NHS England (with respect to IPS transformation funding).

Key outcomes and suggested supporting evidence		
Outcome	Definition	Potential supporting evidence ¹
1. No of referrals to the service		Evidence of referral received.
2. No of service users successfully engaged in the service	Completion of a vocational profile and an Action Plan. <u>Note:</u> A client is on active caseload if they have been in contact with the service in the last 4 weeks and are engaged in their Vocational Action Plan.	Completed vocational profile and an action plan.
3. No of job starts (total)	Service user completes one day of paid employment (or four hours if the job is part-time). <u>Note:</u> Under IPS, each job is counted. Multiple jobs are important in the employment	Evidence of job entry, typically employer-generated, e.g., job offer letter and confirmation of employment at 1 day (e.g., time-sheets, pay slips).

¹ DWP Provider Evidence Requirements Version 18 V1.0 March 2010; Mental Health Employment Partnership (Social Finance) – Guidance on non-standard outcomes for IPS services (Aug 2017)

	journey as people explore their vocational identity and choose the right job match. This improves long-run job retention. ²	Backup: signed declaration from clients after 1 day in work.
4. No of people supported into work	No of service users who have completed at least one day of paid employment (or four hours if the job is part-time) since they were referred into the IPS service. For this metric, only <u>one</u> job can be counted per individual referred into the service.	Evidence of job entry, typically employer-generated evidence, such as a job offer letter and confirmation of employment at 1 day (e.g., time-sheets or pay slips). Backup: signed declaration from clients after 1 day in work.
Jobs sustainment outcomes		
5a. No of 13-week job sustainment outcomes (<16 hours / week)	Achieved when an engaged service user is still in paid employment at 13 weeks after achieving a job entry outcome, working, on average, <16 hours per week.	Evidence of job entry, typically from employer, e.g., job offer letter, confirmation of employment at 13 weeks (e.g., time-sheets or pay slips).
5b. No of 13-week job sustainment outcomes (>16 hours / week)	Achieved when an engaged service user is still in paid employment at 13 weeks after achieving a job entry outcome, working, on average, >16 hours per week.	Evidence of job entry, average hours >16 per week. Typically from employer, e.g., job offer letter, confirmation of employment at 13 weeks (e.g., time-sheets or pay slips)
6a. No 26-week job sustainment outcomes (<16 hours / week)	Achieved when an engaged service user is still in paid employment at 26 weeks after achieving a job entry outcome, working, on average, <16 hours per week.	Evidence of job entry, typically from employer, e.g., job offer letter, confirmation of employment at 26 weeks (e.g., time-sheets or pay slips).
6b. No of 26-week job sustainment outcomes (>16 hours / week)	Achieved when an engaged service user is still in paid employment at 26 weeks after achieving a job entry outcome,	Evidence of job entry, average hours >16 per week. Typically from employer, e.g., job offer letter, and confirmation of employment at 26 weeks

² Drake, Bond, Becker. Individual Placement and Support: An evidenced based approach to supported Employment. Evidenced based practice Series, Oxford University Press 2009.

	working, on average, >16 hours per week.	(e.g., time-sheets or pay slips)
7a. No of 52-week job sustainment outcomes (<16 hours / week)	Achieved when an engaged service user is still in paid employment at 52 weeks after achieving a job entry outcome, working, on average, <16 hours per week.	Evidence of job entry, typically from employer, e.g., job offer letter, and confirmation of employment at 52 weeks (e.g., time-sheets or pay slips).
7b. No of 52-week job sustainment outcomes (>16 hours / week)	Achieved when an engaged service user is still in paid employment at 52 weeks after achieving a job entry outcome, working, on average, >16 hours per week.	Evidence of job entry, average hours >16 per week. Typically from employer, e.g., job offer letter, and confirmation of employment at 52 weeks (e.g., time-sheets or pay slips).

Note on job sustainment outcomes (5-7)

- It should be noted that jobs below 16 hours are recognised, reflecting the journey to employment for many clients
- Sustained employment is measured regardless of whether this duration was accrued over the same job or multiple jobs. Breaks in employment for clients accruing duration over multiple roles must be less than 6 weeks between jobs
- Only one job sustainment outcome of each duration (13, 26, 52 weeks) should be counted for each person referred into the service
- As backup evidence, a client may provide a signed declaration as evidence of being employment after 13, 26 or 52 weeks
- Reports should always include the number of outcomes and number of people

Quality outcomes

In addition to the key outcomes, the following metrics support quality assurance:

Quality outcomes
<p>Service User Satisfaction</p> <ul style="list-style-type: none">- Positive rating from service users who complete a confidential questionnaire, completed annually as a minimum. This survey could be completed electronically via a web-based tool
<p>Service User Wellbeing</p> <ul style="list-style-type: none">- For example, Short Warwick-Edinburgh Wellbeing Scale (SWEMWBS) or REQOL
<p>Completion of a Quality Assurance Fidelity Review</p> <ul style="list-style-type: none">- A Fidelity Review will be completed within the first year of integration of posts into the clinical team. ES will be aiming to achieve at least a 'good' rating from the Fidelity Review- Evidence of all actions on the Fidelity Action Plan are achieved in follow up review- Evidence of on-going self-evaluation of IPS Fidelity
<p>Co-production:</p> <ul style="list-style-type: none">- Evidence of co-production of developments within the service
<p>Measuring IPS Fidelity:³</p> <ul style="list-style-type: none">- Evidence of integration into the clinical team- Access to fidelity based employment supervision- Caseload size- % people supported to job seek within 4 weeks (target 75%)- Average no of days from initial assessment to first face to face employer contact.- New employment starts by time spent in IPS services from initial assessment to employment i.e. less than 6 months, 6-12 months, and more than 12 months- Number of weekly face to face meetings with employers

³ IPS Fidelity Scale

For reference: Additional types of employment outcomes

The following table aims to clarify the definitions and relevance of different types of employment outcomes.

Additional Employment Outcomes and Definitions	
Employment Outcome	Definition
Temporary Work	<p>Temporary work:⁴</p> <ul style="list-style-type: none"> - Temp work (under 4 weeks with definite end date and no option of extending) - On-going temp work more than 4 weeks (This would include fixed term contracts, agency work etc) <p>On-going casual work:</p> <ul style="list-style-type: none"> - Seasonal jobs (eg xmas/summer cover) – under 4 weeks - Seasonal job over 4 weeks - Zero hour contracts - Permanent employment <p>Please refer to previous table for evidence required of job start.</p>
Self Employment	<p>The client legally works for themselves instead of for a company, and are responsible for paying their own income tax to Her Majesty's Revenue and Customs (HMRC).</p> <p>The business they are setting up got any viable long- term prospects i.e. 6 months plus, and pays at least the minimum wage/permitted work is in place.</p> <p>Evidence required:¹</p> <ul style="list-style-type: none"> - The customers name and NI number - Employment start date - Minimum number of hours worked per week - That self employment has lasted, either 13 weeks for a short job outcome, or 26 out of 30 for a sustained job outcome - The company name, address and telephone number - The customers self verification (Annex 1)

⁴ Brown et al: Developing high performing employment services for people with mental illness, International Journal of Therapy and Rehabilitation September 2009, Vol 16, No9

What does not count as paid employment	Any form of sheltered work which is reserved for people with disabilities e.g. Clubhouse, Social Firms/Enterprises, Community jobs programmes.
Job Retention Outcomes (Where someone is referred to the service with a job at risk, rather than unemployed).	<p>Job retention is not part of the IPS model, but some services have chosen to fund this in addition to the core IPS service.</p> <p>This covers two areas:</p> <ul style="list-style-type: none"> - Service users off work sick and being supported to return to work. - Service users in work and struggling <p>Each will be counted as an outcome within one month of the person returning to their existing/new job (as long as it has been successful).</p> <p>Whether people continue to sustain their employment will be captured.</p>
People carried over from the previous year who are being supported to sustain their employment	<p>It is recognised that a number of people may be carried over from the previous financial year who are still being supported to sustain employment which could be a significant piece of work.</p> <p>This should be identified as a separate figure, and not confused with new employment outcomes for the current year.</p>

Annual Key Performance Indicators for Secondary Mental Health IPS Services:

The following proposed Key Performance Indicators for IPS services is based on an audit of 10 IPS services across the UK. The following summary is based on the range of KPIs currently in place across UK IPS services in secondary care. Decisions in relation to KPIs should be based on the maturity of the service, commissioning arrangements, and should be reviewed regularly.⁵

Annual KPIs	
Minimum number of service users actively engaged	40-60
Minimum number of job starts	17-26
Minimum number of job sustainments	60% of people in work in 3 months, 50% in 6 months, and 40% in 12 months

⁵ CNWL Audit of KPIs for 10 UK IPS services based in secondary mental health services

Demographics and data categories for IPS Services:

Gender

Male
Female
Other / Won't say

Diagnosis

Psychosis
Other Diagnosis
Dual Diagnosis
Substance Misuse - alcohol
Substance Misuse - drug

Ethnicity

Any other ethnic group
Asian of Asian British
Asian or Asian British - Bangladeshi
Asian or Asian British - Pakistani
Black or black British - African
Black or Black British – any other
Black or Black British - Caribbean
Mixed – any other mixed background
Mixed White and Asian
Mixed White and Black African
Mixed White and Black Caribbean
Other Ethnic Groups - Arab
Other Ethnic Groups - Chinese
White – any other White background
White - British

Blank

Benefits claim status – Work-related benefits

ESA Support Group

ESA Work Related Activity Group

ESA Other

Job Seekers Allowance

Income Support

Incapacity Benefit

Universal Credit

Benefits claim status – Other benefits

Statutory Sick Pay

PIP (DLA)

Severe Disablement Allowance

Working Tax Credit

Child Tax Credit

Housing Benefit

Council Tax Support

Carers Allowance

Job Sectors

Manufacturing

Electricity, gas and water supply

Construction

Wholesale and retail

Hotels and restaurants

Transport and communication

Financial services

Other business services

Public administration

Education
Health and social work
Other community services
Other

Job Type Definitions⁶

Major employment group	General nature of qualifications, training and experience for occupations in the major group
Managers, directors and senior officials	A significant amount of knowledge and experience of the production processes and service requirements associated with the efficient functioning of organisations and businesses.
Professional occupations	A degree or equivalent qualification, with some occupations requiring postgraduate qualifications and/or a formal period of experience-related training.
Associate professional and technical occupations	An associated high-level vocational qualification, often involving a substantial period of full-time training or further study. Some additional task-related training is usually provided through a formal period of induction.
Administrative and secretarial occupations	A good standard of general education. Certain occupations will require further additional vocational training to a well-defined standard (e.g. office skills).
Skilled trades occupations	A substantial period of training, often provided by means of a work based training programme.
Caring, leisure and other service occupations	A good standard of general education. Certain occupations will require further additional vocational training, often provided by means of a work-based training programme.
Sales and customer service occupations	A general education and a programme of work-based training related to Sales procedures. Some occupations require additional specific technical knowledge but are included in this major group because the primary task involves selling.
Process, plant and machine operatives	The knowledge and experience necessary to operate vehicles and other mobile and stationary machinery, to operate and monitor industrial plant and equipment, to assemble products from component parts according to strict rules and procedures and subject assembled parts to routine tests. Most occupations in this major group will specify a

⁶ For further information please refer to the <http://www.ons.gov.uk/about-statistics/classifications/current/soc2010/soc2010-volume-1-structure-and-descriptions-of-unit-groups/index.html>

	minimum standard of competence for associated tasks and will have a related period of formal training.
Elementary occupations	Occupations classified at this level will usually require a minimum general level of education (<i>i.e.</i> that which is acquired by the end of the period of compulsory education). Some occupations at this level will also have short periods of work-related training in areas such as health and safety, food hygiene, and customer service requirements.

Education level

(defined as being enrolled in a formal mainstream course of study)

Functional literacy
Functional numeracy
ESOL qualification
Level 1 - GCSE grades D to G
Level 2 - GCSE grades A* to C
Level 3 – A levels / NVQ Lvl 3
Level 4 - Cert. of Higher Education
Level 5 - HND / Foundation Degree
Level 6 - Bach Degree
Level 7 - Masters / Post Grad
Level 8 – Doctorate
Recovery College

Education outcomes:

- % Moving into formal training
- % Moving into FE Colleges
- % Moving into University Courses

MH Specific courses:

- % Accessing CNWL Recovery College courses.