

# IPS Grow IPS key performance and outcomes framework

## Introduction

This document has been developed in collaboration with high fidelity UK IPS services. It is intended to provide high level guidance and recommended Key Performance Indicators and outcomes for new and mature services. It is intended that these guidelines should inform discussions with commissioners and IPS teams. Contract KPIs and targets set by commissioners may vary from these based on local need and variation.

The guidelines also include recommendations around measuring job retention outcomes.

**This is a working document that will be regularly reviewed as more data becomes available.**

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## Key performance indicators for people accessing IPS services who are unemployed at point of referral

Performance indicator	Definition and rationale	Recommended evidence
Number of referrals to the service	Date the referral is received	Referral recording system in place
Number of new referrals to the service during the financial year that become actively engaged with the service.	Recorded from the date the ES and client start working on a vocational profile and the client commits to engaging with IPS services	Recorded via the service data tool, and caseload summaries reviewed in supervision
No of active cases carried over from the previous financial year	Clients who were referred to the service in the previous financial year, but remain active and require support to either gain work or retain their employment	As above
Number of people on the active caseload at any one time	Once on programme an active client is defined as someone who has been in contact with the service in the last 4 weeks, and continues to be engaged in their Vocational Action Plan <sup>1,2</sup>	As above
Number of people starting paid employment	Client completes at least 4 hours of work	Employer generated evidence e.g. job offer letter, time sheet or pay slips
Number of jobs for individuals achieving paid employment	Total number of jobs gained by individuals in the service. This could include second or third jobs, or multiple part-time jobs. Multiple jobs are considered an important part of the employment journey, as people explore their vocational identity and choose the right job match.	Employer generated evidence e.g. job offer letter, time sheet or pay slips

Average number of hours worked by people who are starting paid employment	Average number of hours worked per week by the client. For clients who are self-employed or working zero hours contracts take the average over the first month of work. Hours worked per week can be calculated and updated as the case progresses.	Employer generated evidence e.g. job offer letter, time sheet or pay slips
Number of people who sustain employment	Sustained employment is measured regardless of whether this duration was accrued over the same job or multiple jobs. Breaks in employment for clients with multiple jobs must be less than 6 weeks. If a gap of more than 6 weeks occurs, the clock will reset and sustainments will be calculated from the start date of the subsequent job. Only one job sustainment outcome of each duration (13,26 weeks) will be counted for each person referred to the service.	Some services track clients after closure to measure sustainment. But this is not possible for all services

**Key performance indicators for people accessing IPS services who are employed at point of referral**

Performance indicator	Definition and rationale	Recommended evidence
Measuring employment status at referral	<p>For clients employed at the point of referral we suggest capturing their employment status, i.e. whether they are:</p> <ul style="list-style-type: none"> <li>- Off work - on sick leave</li> <li>- At work - job at risk</li> </ul> <p>For clients in employment we recommend completing a baseline assessment of job satisfaction</p>	Recorded via the service data tool, and caseload summaries
Measuring employment status at case closure	<p>The return to work outcome hierarchy is:</p> <ul style="list-style-type: none"> <li>- Same job / same employer</li> <li>- Different job / same employer</li> <li>- Same job / different employer</li> <li>- Different job / different employer</li> <li>- Length of time sustained at point of closure</li> <li>- Closed not in work</li> </ul> <p>For those off work sick the initial return to work date would be counted as an outcome, followed by capturing the sustainment period in line with IPS practice.</p>	Employer generated evidence e.g. job offer letter, time sheet or pay slips

	<p>For those at work job at risk at point of referral , a successful outcome can only be claimed when all parties (ie client and employer) agree that the job retention support has resulted in a successful job sustainment.</p> <p>In addition we suggest you conduct a repeat assessment of job satisfaction</p>	
Number of people who restart/sustain employment	<p>For those clients who are not able to sustain their existing employment due to health or other issues and are supported into employment with a different employment. The job outcome and sustainment in line with standard IPS practice ie</p> <ul style="list-style-type: none"> <li>- Job start date</li> <li>- Job sustainment at 13, 26 weeks</li> </ul>	

### Priority fidelity Indicators to be tracked

Priority fidelity Indicators to track	Definition and rationale	Recommended evidence
Caseload size at any one time	<p><b>20-25 active cases</b></p> <p>To score 5 on the fidelity scale ES need to have a caseload of 20. However, it should be noted that many high performing IPS services suggest a caseload of 20-25, given some cases may be in transition, so by maintaining 20-25 it is more likely that there will be 20 active cases at any one time which in turn strengthens performance.</p> <p>Once on programme an active client is defined as someone who has been in contact with the service in the last 4 weeks, and continues to be engaged in their Vocational Action Plan<sup>1</sup></p>	Data system Caseload reviews
Average time from initial assessment to first face to face employer contact	<p>High fidelity is defined as:</p> <p>First face-to-face employer contact (which can be an informational interview by the client or ES about a competitive job) occurs within 30 days of starting the vocational profile</p>	Recorded via the service data tool, and caseload summaries

New employment starts by time spent in IPS services from initial assessment to employment	% of clients finding employment within 6 months, 6-12 months and over 12 months	As above
Number of face to face meetings per week	High fidelity would include 6 face to face meetings per week for a full-time ES	Tracking system in place

**Recommended annual key performance indicators for 1.0 wte ES**

Key Performance Indicator	Definition
No of active clients	New service Year 1 – at least 35 people  Year 2 – at least 45 people, with at least 25 new referrals in the new financial year
Number of paid employment outcomes	New service Year 1 – at least 17 paid employment outcomes (includes multiple jobs)  Year 2 – at least 22 paid employment outcomes (includes multiple jobs)
Number of sustained employment outcomes	At least 60% of clients sustain employment beyond 13 weeks  In addition services may wish to log the number of people closed in work prior to the 13 weeks due to discharge etc  Some services may choose to set additional sustainment targets at 26 and 52 weeks
Number of people receiving in work support who may have been referred in the previous financial year.	No target, this should be counted but not included in the target for the new financial year
Other items to track	Access to education  This is not an end outcome and is only captured if part of the journey to paid work. However, some EIP services will have an equal focus on supported education in line with the EIP IPS Fidelity Scale.
Fidelity Review scores	Services should be aiming for a minimum score of 100 in a fidelity review




## Recommended Quality Indicators for IPS services to capture

Quality indicator	Definition and rationale	Recommended evidence
Fidelity Reviews	External and internal fidelity reviews completed	Evidence of self and external reviews  Evidence of active Fidelity Action Plans
Service user satisfaction measures and co-production	Can be tracked via regular satisfaction surveys, feedback meetings, co-production <sup>4</sup>	Results of surveys, meetings and co-production activities
Clinical team feedback	Collected via surveys, informal feedback, co-produced developments, joint meetings and Away Days	Recorded via the service data tool, and caseload summaries
Employer feedback	Annual and informal surveys	Results of surveys
Staff surveys	Evidence of staff engagement and involvement in service developments	Write ups from staff engagement strategies

## Employment outcome definitions

Quality indicator	Definition and rationale	Recommended evidence
Employment outcomes	<p>Given the IPS emphasise on sustainable employment it will be important to monitor the number of temporary work outcomes, as opposed to on-going casual work.</p> <p>Temporary work is defined as anything under 4 weeks with a definite end date and no option of extending.</p> <p>On-going casual work which would include seasonal work over 4 weeks, zero contract hours; and permanent employment</p>	Employer evidence pay slips, job offer etc
Self-employment	<p>The client legally works for themselves instead of a company and is responsible for their own income tax:</p> <ul style="list-style-type: none"> <li>Registered with HMRC</li> <li>Has a Business Plan, and the business has long-term prospects ie 6 months plus</li> <li>Can identify average number of hours worked</li> </ul>	Business plan

<p>Education achieved as part of the journey to work</p>	<p>This is defined as being enrolled in a formal mainstream course of study. Access to the trust's Recovery College courses will also be captured.</p> <p>Level 1 - GCSE grades D to G  Level 2 - GCSE grades A* to C  Level 3 – A levels / NVQ Level 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</p> <p><b>Mainstream:</b>  % Moving into formal training  % Moving into FE Colleges  % Moving into University Courses</p>	
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1.	<p><b>IPS Grow Guidelines on defining an active case.</b></p>  <p>Active caseload 22.7.19.docx</p>
2.	<p><b>Browne et al, International Journal of Therapy and Rehabilitation, September 2009, Vol 16, No 9. Developing high performing employment services for people with mental illness.</b></p>
3.	<p><b>Drake, Bond, Becker, Individual Placement and Support: An evidenced based approach to supported employment. Evidenced based practice Series, Oxford university Press 2009</b></p>
4.	<p><b>Service users – co-production and satisfaction with the service</b></p>  <p>Service user - co-production and fee</p>
5.	<p><b>Clinical team – co-production of IPS implementation and feedback on service effectiveness</b></p>  <p>Clinical team - co-production and f</p>