

SURREY COUNTY COUNCIL**CABINET****DATE: 25 JULY 2023****REPORT OF CABINET MEMBER: MATT FURNISS, CABINET MEMBER FOR TRANSPORT, INFRASTRUCTURE AND GROWTH****LEAD OFFICER: MICHAEL COUGHLIN, EXECUTIVE DIRECTOR FOR PARTNERSHIPS, PROSPERITY, AND GROWTH****SUBJECT: APPROVAL TO PROCURE INDIVIDUAL PLACEMENT AND SUPPORT IN PRIMARY CARE (IPSPC)****ORGANISATION STRATEGY PRIORITY AREA: GROWING A SUSTAINABLE ECONOMY SO EVERYONE CAN BENEFIT/TACKLING HEALTH INEQUALITY/EMPOWERING COMMUNITIES****Purpose of the Report:**

Surrey County Council has secured funding as one of 12 national sites to pioneer the Individual Placement and Support in Primary Care (IPSPC) model, in partnership with the Department for Work and Pensions (DWP).

This IPSPC programme will provide employment support to adults with long term conditions or disabilities to help them access and maintain work in the longer term. This supports our system wide objectives to 'grow a sustainable economy from which everyone can benefit', ensure no one is left behind, and everyone is able to fulfil their potential. It recognises employment as a social determinant of health and wellbeing that will support improvements in health inequalities.

The IPSPC grant allocated to SCC totals £6.3m and will be used to procure a number of services to support access to skills development and employment.

Cabinet approval to proceed with procuring the necessary services up to the value of the £6.3m DWP grant is requested.

Recommendations:

It is recommended that Cabinet:

1. Approves the procurement of constituent elements of the IPSPC offer in Surrey up to the value of the £6.3m DWP grant,
2. Approves the delegation of subsequent contract award decisions to the Executive Director for Partnerships, Prosperity, and Growth, in consultation with the Cabinet Member for Transport, Infrastructure and Growth.

Reason for Recommendations:

The IPSPC programme has secured £6.3m in DWP grant funding for SCC. The programme activity will be funded through this DWP grant.

Approval to procure the service using this grant will enable SCC to support up to 3,000 adults with long term conditions or disabilities into employment in Surrey.

This procurement will particularly support the voluntary, community and social enterprise sector in Surrey who are expected to be the key delivery partners.

Executive Summary:

Context

1. Surrey has low unemployment rates (2.8% vs 4.4% nationally) and low economic inactivity due to long-term sickness or disability (2.1% vs 4.1% nationally).
2. Yet two boroughs have lower disability employment rates than the national average, two have a disability employment gap 1.5 times worse than the national average, and four Surrey Lower Super Output Areas (LSOAs) are in the 20% most economically deprived areas in England.
3. Surrey's at-scale affluence, high-skilled workforce and tight labour market masks pockets of unemployment and economic hardship, worsened by the pandemic and particularly affecting those with long term disabilities or health conditions.
4. For these residents, their experience of deprivation is uniquely acute as they live alongside some of the least deprived in the UK:
 - 4.1 55% Surrey's workforce is qualified above NVQ level 4, but in Surrey's deprived areas the rate of people with no qualifications is significantly above the national average (36% compared to 28.9% nationally), especially amongst universal credit (UC) recipients (Old Dean: 49% of UC recipients have no qualifications).
 - 4.2 Surrey's many professional industries disadvantage people with disabilities who are less likely to be in professional roles, and 30% of whom earn less than living wage.
 - 4.3 Employment statistics count people with disabilities as employed and on a par with non-disabled people, irrespective of hours worked, masking disabled unemployment and in-work poverty in Surrey, especially in our high cost of living context.
 - 4.4 Surrey's "urban" categorisation masks the many rural communities where travel is particularly difficult for those with disabilities and increases their risk of exclusion from work.
5. Too often people face a negative experience of declining health which excludes them from work, which in turn causes further deterioration in health. This is increasingly significant with the growth of common mental and physical health conditions post-Covid 19. The number of working age people with health conditions who are outside the labour market has increased by over 10% over the last two years to 2.2million.
6. Employment is known to be positive for good health. The NHS Long Term Plan recognises that mental health and musculoskeletal conditions remain the main reason for sickness absence increasing.

The Individual Placement and Support Model:

7. Individual Placement and Support (IPS) is a proven model of employment support for people with severe mental health issues (SMI). It has been shown to deliver superior employment and health outcomes, achieving up to twice as many job outcomes for people with severe mental illness than traditional programmes.

8. Since 2018, trials in West Midlands Combined Authority (WMCA) and South Yorkshire Mayoral Combined Authority (SYMCA) have offered similar support for people with common physical or mental health disabilities in primary care settings.
9. DWP has made grant funding available for 12 areas to roll out individual Placement and Support in Primary Care.
10. The IPSPC initiative is aimed at adults who have a physical or mental health disability, as defined by the Equality Act 2010, to help them to move into competitive employment and provide the support they need to maintain that employment.
11. IPSPC will support inclusive growth and help to achieve a reduction in health inequalities. Supporting people to access employment through IPSPC will build on individuals' strengths and skills, enabling them to realise their potential for recovery.

Delivering IPSPC in Surrey:

12. IPSPC Surrey will ensure Surrey residents with mental or physical health conditions or disabilities, including learning disabilities and neurodivergence, receive the health and wellbeing benefits of accessing and maintaining employment for the longer term.
13. Surrey County Council has been successful in securing a £6.3m grant by DWP to roll out Individual Placement and Support in Primary Care (IPSPC) across Surrey Heartlands and Frimley ICSs.
14. IPSPC Surrey includes support for each Primary Care Network (PCN) as well as targeted support for people in Surrey's top 5 key neighbourhoods and other priority populations, contributing to no one being left behind.
15. The programme will run from October 2023 to March 2025 and aims to support 2882 people to access and maintain work. The programme will be delivered in partnership with Surrey Heartlands and Frimley ICSs and will be open to residents from 16 years +.
16. To deliver the IPSPC programme in Surrey, the following services will be procured:
 - Employment support aligned to each PCN, each district and borough area and five key neighbourhoods.
 - Employment support tailored to people with disabilities, and to people from BAME backgrounds or whose first language is not English.
 - Training for the voluntary, community and social enterprise sector in Surrey to deliver the accredited and evidence based IPS model of employment support.
 - Promotional activity and training to support professionals and other potential referrers to understand the importance of employment to health and wellbeing, and to confidently refer residents into the IPSPC programme.
 - Additional benefits support and research into in-work poverty in Surrey, to ensure residents thrive in employment.
 - An online navigation tool to help residents and professionals to identify and access the most relevant employment support. This will also draw in holistic support that improves employability and job-readiness.
 - Support for residents who want to become self-employed.
 - Support for employers so they are confident to recruit and retain a diverse and inclusive workforce.
 - Financial and long-term sustainability modelling, including a feasibility study exploring different approaches.

- An evaluation exploring the social and economic impacts from the IPSPC employment support.

Consultation:

17. In Surrey the No One Left Behind Skills and Employment Network brings together more than 100 partners working to improve skills and employment in Surrey, including colleges, employment support charities, resident representative groups and training providers. This Network co-designed the activities proposed within the IPSPC programme.
18. The IPSPC application was developed in partnership with representatives from Frimley and Surrey Heartlands ICSs and Surrey and Hampshire County Councils. Particularly colleagues from primary care, economy and growth, youth support and commissioning were involved.
19. The views of residents who are experiencing exclusion from the labour market have been included within the IPSPC programme. Ethnographic research with a diverse range of Surrey residents who are further from the labour market has captured residents' experiences in their own words. This research underpins the activities proposed in the IPSPC programme. This research is available on request.

Risk Management and Implications:

20. Due to delays in receiving the grant, the timescales for delivery of IPSPC represent a challenge. Procurement of the service must begin in July 2023 in order to ensure the programme is launched in October as per the grant guidelines. This risk has been mitigated by the market engagement to prepare for the procurement activity pending agreement by Cabinet.
21. As the grant is time limited, there is a risk on-going funding cannot be secured and the IPSPC scheme must end in March 2025. To mitigate the impact of this risk:
 - 21.1 A feasibility study to develop future funding models is included within the IPSPC work programme.
 - 21.2 Any commissioned providers will be required to develop a robust closure plan to ensure residents accessing IPSPC are supported into alternative forms of support in a timely way in line with the end of the programme.

Financial and Value for Money Implications:

22. The IPSPC programme will be funded entirely by grant funding received from the DWP, at no additional cost to SCC or the ICSs.
23. The DWP grant has a total value of £6.3m which can be claimed 2 months in arrears to cover expenditure.
24. A portion of the grant funding will be used to establish a sustainable model of funding for employment support in Surrey so that the programme is self-sustaining following the DWP grant period. A feasibility study will explore options including the use of social value, social impact bonds, social investment and invest to save approaches.

Section 151 Officer Commentary:

25. Significant progress has been made in recent years to improve the Council's financial resilience and the financial management capabilities across the organisation. Whilst this has built a stronger financial base from which to deliver our services, the increased cost of living, global financial uncertainty, high inflation, and government policy changes mean we continue to face challenges to our financial position. This

requires an increased focus on financial management to protect service delivery, a continuation of the need to be forward looking in the medium term, as well as the delivery of the efficiencies to achieve a balanced budget position each year.

26. In addition to these immediate challenges, the medium-term financial outlook beyond 2023/24 remains uncertain. With no clarity on central government funding in the medium term, our working assumption is that financial resources will continue to be constrained, as they have been for the majority of the past decade. This places an onus on the Council to continue to consider issues of financial sustainability as a priority, in order to ensure the stable provision of services in the medium term.
27. The Section 151 Officer supports the recommendation of this report. It contributes to the Council's overall aim of No One Left Behind. The cost of the IPSPC programme will need to be met from the grant available.

Legal Implications – Monitoring Officer:

28. There are no Legal Implications at this stage of the Process. Legal advice and assistance will be provided once the proposal is ready to go through the procurement process.

Equalities and Diversity:

29. The IPSPC initiative is aimed at adults who have a physical or mental health disability, as defined by the Equality Act 2010, increasing diversity and inclusion in employment.
30. Ethnographic research amongst Surrey residents, highlighted 15 cohorts most at risk of being excluded from employment. These are: young people leaving care; people over 50; people with disabilities; single parents; young people; people from ethnic minorities; people on low incomes; refugees; people with low skills; ex-offenders; veterans; carers; people who are homeless; people with mental health conditions; and modern slavery survivors. The IPSPC programme will provide additional employment support to these groups within Surrey, many of whom have characteristics protected under the Equalities Act 2010.
31. The IPSPC programme will support the SCC organisational equalities, diversity, and inclusion action plan by:
 - 31.1 Working with employers across Surrey, including Surrey County Council, to improve employee experience.
 - 31.2 Working with employment support organisation across Surrey to ensure services are more inclusive.
 - 31.3 Working with residents and representative groups to listen to communities' experiences, and co-design the interventions, ensuring we know our communities better.
32. Appropriate equalities impact assessments will be completed as elements of IPSPC are procured.

Other Implications:

33. The potential implications for the following council priorities and policy areas have been considered. Where the impact is potentially significant a summary of the issues is set out in detail below.

Area assessed:	Direct Implications:
Corporate Parenting/Looked After Children	The IPSPC programme is working with the youth support offer in SCC, ensuring young people leaving care, in touch with the justice system, or at risk of exclusion are supported to develop skills and move towards employment.
Safeguarding responsibilities for vulnerable children and adults	All providers will be required to work in line with safeguarding principles.
Environmental sustainability	The programme will have a special focus on green sector skills, developing capacity to meet the skills demand and support the County in delivering on our green ambitions.
Compliance against net-zero emissions target and future climate compatibility/resilience	The programme will work in a place-based way developing local workers for local jobs. This approach will impact carbon emissions locally.
Public Health	<p>Access to good quality employment is a social determinant of health. Through the Programme we expect to help tackle health inequalities experienced by Surrey residents.</p> <p>In addition, the Programme provides opportunity to work with employers promoting schemes such as disability confident and carer-friendly, ensuring that we promote healthy workplaces for all.</p>

What Happens Next:

34. Subject to approval to procure, the grant will be used to procure the following activities:

34.1 Integrated employment support (£5.1m)

59 new employment specialists will be:

- Integrated into PCNs - One employment specialist (ES) will be co-located in each of Surrey and Frimley South's 31 PCNs, integrated alongside social prescription to draw on holistic support.
- Integrated across community care – 12 ES will work geographically across boroughs, integrating IPSPC into community care pathways, hospital settings, social care and Changing Futures.
- Embedded within Key Neighbourhoods – 5 ES will focus in 5 neighbourhoods with the worst economic and employment deprivation (figure 2), working alongside community development workers to communities who otherwise may not access support.
- Embedded in priority populations of identity – 3 ES will provide culture and language specific support, working alongside existing user-led organisations supporting BAME groups and priority populations of identity highlighted in the Surrey Health and Wellbeing Strategy.

- Integrated into disability support- 8 ES will be hosted within disability support organisations.

IPSPC will be accessible to anyone in this area aged 14 or older with a health condition or disability who meets the IPSPC eligibility criteria.

34.2 Promotion and training (£30k)

Training opportunities for GPs and other professionals will increase awareness of employment as a driver of wellbeing and maximise referral routes, using all appropriate organisations for signposting.

A direct promotional campaign in accessible formats will ensure residents are aware of the support available.

34.3 Holistic support (£550k)

- A support navigation tool – this online platform will allow self-referral to IPSPC and help residents to access holistic support.
- Consider in-work poverty – IPSPC eligible participants will be recruited from hardship funds, foodbanks, and benefits advice services, and supported to enter stable, sustainable employment. We will commission a research partner to understand in-work poverty in Surrey.
- Strengthen existing benefits services by commissioning additional capacity.

34.4 Create sustainable employment opportunities (£400k)

4 employment brokers will build long-term relationships with employers, helping to carve out accessible roles and meet their skills demand through IPSPC. They will also:

- Promote self-employment – supporting IPSPC participants to become self-employed should they wish.
- Develop a skills pipeline – leveraging social value within SCC's facilities management contract to provide guaranteed competitively paid roles for IPSPC participants.
- Embed best practice – Consider how Surrey Heartlands ICS will become an IPSPC employer.

34.5 Evaluate and plan for the future (£230k)

- Feasibility test of 6 sustainable funding models.
- Commission a local impact evaluation

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Consulted:

Internal:

- Michael Coughlin, Executive Director for Partnerships, Prosperity, and Growth
- Dawn Redpath, Director for Economic Growth
- Marie Snelling, Executive Director for Customers and Communities

External:

- Prमित Patel, Primary Care Clinical Leader, Surrey Heartlands ICS
- Nikki Mallinder, Director of Primary Care, Surrey Heartlands ICS
- Michael Scammel, Transformation Manager, Frimley ICS
- Jason Norum, Head of Commissioning, Hampshire County Council
- No One Left Behind Skills and Employment Network (a collaborative network of 100+ partners including skills providers, resident representative groups and community-sector organisations)

Annexes:

Annex 1: IPSPC Programme Detail

Sources/background papers:

Further information on IPSPC from the Department for Work and Pensions can be found here: [Letter: Individual Placement and Support in Primary Care \(IPSPC\) initiative - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/674222/letter-ipspc-initiative-2021.pdf)

Annex 1: IPSPC Programme Detail

IPSPC Design in Surrey

County-wide statistics show Surrey has low unemployment rates (2.8% vs 4.4% nationally) and low economic inactivity due to long-term sickness or disability (2.1% vs 4.1% nationally).

Yet two boroughs have lower disability employment rates than the national average, two have a disability employment gap 1.5 times worse than the national average (figure 1), and four Surrey LSOAs are in the 20% most economically deprived areas in England (see figure 2).

Surrey's at-scale affluence, high-skilled workforce and tight labour market masks pockets of unemployment and economic hardship, worsened by the pandemic and particularly affecting those with long term disabilities or health conditions.

Geographical area	Disability employment rate		Disability employment gap	
	2014 to 2016	2017 to 2019	2014 to 2016	2017 to 2019
United Kingdom	47.6	51.9	31.3	28.9
England	49.0	53.2	29.9	27.7
South East	56.1	59.7	25.2	23.1
Elmbridge	62.7	53.4	14.4	25.5*
Epsom and Ewell	69.3	38.1**	14.7	47.0**
Guildford	50.7*	70.5	26.0*	8.7
Mole Valley	58.7	62.2	25.3*	19.7
Reigate and Banstead	61.3	63.1	22.4	20.3
Runnymede	62.2	65.3	22.9	12.8
Spelthorne	54.5*	48.1**	24.0	36.9**
Surrey Heath	66.5	65.6	9.5	15.7
Tandridge	73.6	67.4	7.6	11.0
Waverley	56.9	65.4	22.9	19.5
Woking	76.1	68.0	7.2	21.4 ⁱⁱⁱ

Figure 1: Disability employment rate and disability employment gap in Surrey by lower tier area

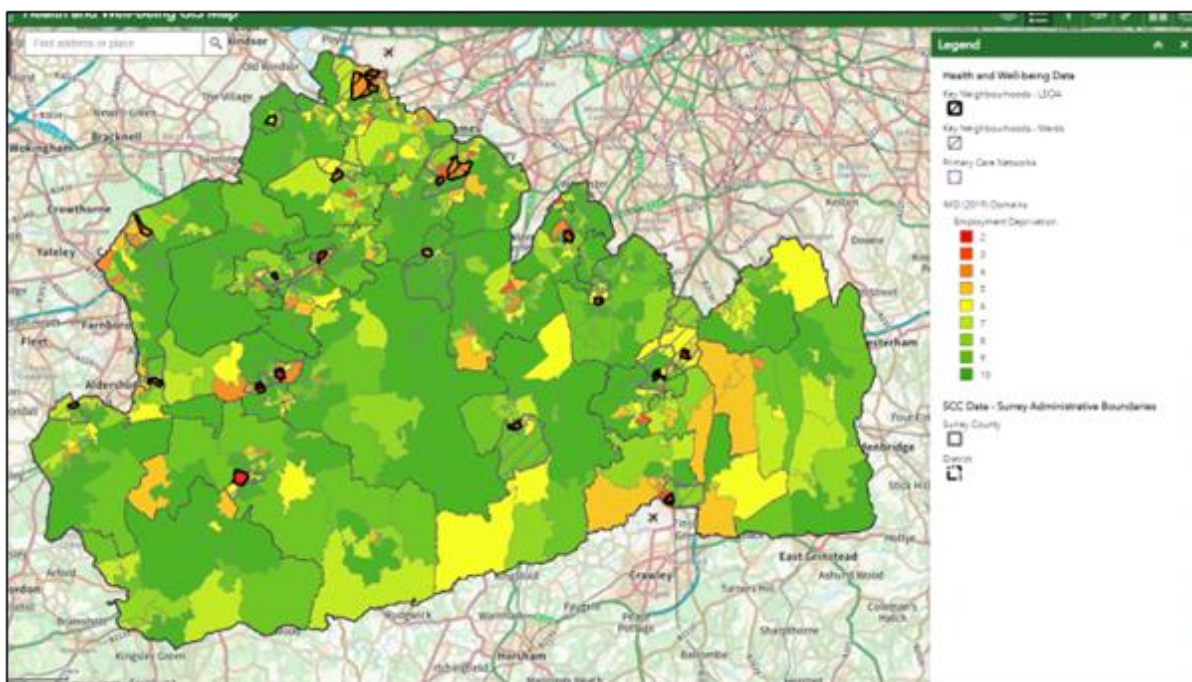


Figure 2: Economic deprivation by decile where red is in the 20% most economically deprived areas nationally

For these residents, their experience of deprivation is uniquely acute as they live alongside some of the least deprived in the UK.

- 55% Surrey's workforce is qualified above NVQ level 4^{iv}, but in Surrey's deprived areas the rate of people with no qualifications is significantly above the national average (36% compared to 28.9% nationally), especially amongst universal credit (UC) recipients (Old Dean: 49% of UC recipients have no qualifications).
- Surrey's many professional industries, disadvantage people with disabilities who are less likely to be in professional roles, and 30% of whom earn less than living wage.
- Employment statistics count people with disabilities as employed and on a par with non-disabled people, irrespective of hours worked, masking disabled unemployment and in-work poverty in Surrey, especially in our high cost of living context.
- Surrey's "urban" categorisation masks the many rural communities where travel is particularly difficult for those with disabilities and increases their risk of exclusion from work (figure 3).
- The geographic spread of residents needing employment support, increases the difficulty in identifying them from data sets, often requiring resource intensive hyper-local approaches (figure 2).

Surrey's unique context means those experiencing poverty are significantly more marginalised and at risk of being left behind than in other areas of the UK.

Figure 3: Barriers to accessing and maintaining employment for people with disabilities

<p>Disabled individuals</p>	<ul style="list-style-type: none"> • Personal barriers: part-time work and inflexibility, lack of confidence, anxiety, • Institutional barriers: stigma, difficulty with transportation, lack of coaching/mentoring; • Structural barriers: issues related to access at work, stigma.
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Figure 4: Surrey ICB workforce strategy commitment

SCC organisational strategy, 2030 Community Vision for Surrey and Health and Wellbeing Strategy, commit to address this, with the outcome 'People accessing training and employment opportunities within a sustainable economy' (figure 4).

IPSPC in Surrey and Frimley South will:

1. Expand eligibility for IPS support

A single provider currently makes IPS available to people accessing secondary mental health support in Surrey and Frimley South. IPSPC will be accessible to anyone in this area aged 14 or older with a health condition or disability who meets the IPSPC eligibility criteria.

2. Promote

Training opportunities for GPs and other professionals will increase awareness of employment as a driver of wellbeing and maximise referral routes, using all appropriate organisations for signposting.

A direct promotional campaign in accessible formats will ensure residents are aware of the support available. Population health management data will inform targeted approaches.

3. Integrate employment support

Building on the successful integration of Surrey and Frimley South's current IPS into mental health care (CMHRS and EIP), 59 new employment specialists will be:

- Integrated into PCNs - One employment specialist (ES) will be co-located in each of Surrey and Frimley South's 31 PCNs, integrated alongside social prescription to draw on holistic support.

Integrated across community care – 12 ES will work geographically across boroughs, integrating IPSPC into community care pathways, hospital settings, social care, and Changing Futures.

- Embedded within Key Neighbourhoods – 5 ES will focus in 5 neighbourhoods with the worst economic and employment deprivation ([figure 2](#)), working alongside community development workers to communities who otherwise may not access support.
- Embedded in priority populations of identity – 3 ES will provide culture and language specific support, working alongside existing user-led organisations supporting BAME groups and priority populations of identity highlighted in the Surrey Health and Wellbeing Strategy.
- Integrated into disability support- 8 ES will be hosted within disability support organisations.

4. Implement IPS fidelity

We will work with our existing IPS kitemarked provider to ensure IPS fidelity. All new employment specialists will be trained in IPS. We will align Surrey's wider employment support sector to IPS by offering IPS training. We will undertake two fidelity reviews.

5. Implement data sharing

An integrated case management system will allow easy referral, consistent recording, and system-wide reporting. This will be supported by a data sharing agreement, based on Shared Care Record.

6. Facilitate holistic support

The collaborative Employment Support Network (including IPS providers, DWP, employers, training providers, and holistic support organisations) will:

- Design a support navigation tool – Under the brand *Skill Up Surrey*, this online platform will allow self-referral to IPSPC and help residents to access holistic support.

- Consider in-work poverty – IPSPC eligible participants will be recruited from hardship funds, foodbanks, and benefits advice services, and supported to enter stable, sustainable employment. We will strengthen existing benefits services and commission a research partner to understand in-work poverty in Surrey.

7. Create sustainable employment opportunities

4 employment brokers will build long-term relationships with employers, helping to carve out accessible roles and meet their skills demand through IPSPC. They will also:

- Promote self-employment – supporting IPSPC participants to become self-employed should they wish.
- Develop a skills pipeline – leveraging social value within SCC’s facilities management contract to provide guaranteed competitively paid roles for IPSPC participants.
- Embed best practice – Consider how Surrey ICS will become an IPSPC employer (figure 6).



Figure 6: Surrey ICS commitment to supporting employment

8. Evaluate and plan for the future

To ensure sustainability we will:

- Feasibility test of 6 sustainable funding models.
- Commission a local impact evaluation
- Facilitate an IPSPC oversight group (including DWP and NHSE/I) and commission IPS expertise.

Intended delivery approach

A programme and commissioning manager (PCM) will ensure timely and effective delivery of the approach outlined in figure 11. The PCM will facilitate stakeholder engagement and co-design, commission the IPSPC delivery partners, the benefits advice capacity, the in-work poverty service, and the evaluation partner. They will report to an integrated steering group, including partners from across the ICS such as PCN Network Lead, Health and Wellbeing Strategy Lead, Economy and Growth Lead, Poverty Strategy Lead, EDI Lead, Community Health, and Adult Social Care IPSPC Champion Leads and lived-experience representatives.

Surrey and Frimley South’s existing IPS kitemarked service is integrated into CMHRS with a data sharing agreement; declines no referrals; meets all 25 principles on the fidelity scale and; secures good job outcomes for 50% of job starts. We will grow this service to deliver the same quality for people with health conditions and disabilities.

This IPS kitemarked lead provider will work in partnership with disability-specialist sub-providers to ensure all participants get personalised support, tailored to their

condition or disability. The sub-providers will complete an IPS fidelity review before March 2025 and co-design physical health modules to complement accredited IPS training.

This approach will strengthen the existing provision and stimulate the local IPSPC market. By aligning existing, self-sustaining organisations to the IPS model, we will create a more sustainable IPSPC service.

Delivery Plan

IPSPC programme will take the following steps to procure the elements of the IPSPC programme. Further detail on how these elements will cohesively deliver the IPSPC programme is outlined in annex 1.

Phase 1: Preparation	Phase 2: PCN & Community Integration	Phase 3: Sustainability and Evaluation
May 23 – October 23	October 23- March 24	March 24 – March 25
<ul style="list-style-type: none"> Recruit Programme Manager 	<ul style="list-style-type: none"> Procure case management software 	<ul style="list-style-type: none"> Promotional campaign – residents
<ul style="list-style-type: none"> Commission Lead Provider 	<ul style="list-style-type: none"> Co-design and deliver professional training 	<ul style="list-style-type: none"> IPS training for wider employment sector
<ul style="list-style-type: none"> Recruit and Train Employment Specialists 	<ul style="list-style-type: none"> Recruit and Train Employment Specialists 	<ul style="list-style-type: none"> Model a sustainable financial approach
<ul style="list-style-type: none"> Recruit Employment Brokers 	<ul style="list-style-type: none"> Review and strengthen benefits advice capacity . 	<ul style="list-style-type: none"> IPS Accreditation
<ul style="list-style-type: none"> Commission self-employment programme 	<ul style="list-style-type: none"> Commission in-work poverty support service 	<ul style="list-style-type: none"> IPS Fidelity Review – IPSPC service
<ul style="list-style-type: none"> Commission consultancy support 	<ul style="list-style-type: none"> Develop a provider skills pipeline 	<ul style="list-style-type: none"> Evaluation
<ul style="list-style-type: none"> Commission evaluation provider 	<ul style="list-style-type: none"> Referrer awareness raising 	
<ul style="list-style-type: none"> Data sharing agreement. 	<ul style="list-style-type: none"> Launch Navigation Tool 	
	<ul style="list-style-type: none"> Co-design IPS in non-mental health settings training 	

Participant journey

Referral Routes: Residents will be able to self-refer to IPSPC through the online navigation tool. Building on social prescription integration into health treatments, IPSPC will support health care professionals to confidently promote employment as a health improvement intervention and include it in individual’s health treatment plans. We will also equip user-representative and support organisations to signpost individuals and to make referrals to IPSPC themselves.

All referrals to the IPSPC service will include a GDPR statement, explaining how data will be shared with the provider (lead or sub-contracted) and for what purpose.

Single Point of Access: The single point of access will invite the individual to an introductory session to learn more about the IPSPC offer, ensure they meet the eligibility criteria and give their consent to take part in the programme. This introduction may happen virtually or in person but will be accompanied by a consent form the participant must sign to continue on the IPSPC programme.

Engaging participants in the programme will be undertaken in a personalised way using the principles of strengths-based practice and motivational interviewing to increase participant engagement. The local evaluation will include Patient Activation Measures (PAM) to understand the impact the service has made on the individual's personal motivations to access and maintain work.

Any individuals approaching the IPSPC service who are not eligible will be supported into a wider range of employment and holistic support in Surrey through the navigation tool and the collaborative relationships built through the employment support network.

IPSPC Support: For each eligible participant, IPSPC support will be offered by the Employment Specialist with most expertise to tailor the support to the individual's condition - as per the 5 IPS service specialisms outlined in figure 12.

For participants in the IPSPC service who, for whatever reason, struggle to move into long term work, alternative forms of support will be available. Referral to supported vocational programmes, volunteer roles and other holistic support will enable the individual to engage in meaningful activity. We recognise some individuals may be further from being job-ready, and these individuals will be connected to other support that can help them move towards employment.

Sustainable Support: At the end of the IPSPC funding period, on-going investment will be secured through a sustainable model in partnership with Surrey employers. This will enable the Surrey IPSPC service to continue beyond March 2025.

We have also built sustainability into our approach by offering IPS training to the wider employment sector in Surrey. Aligning existing, self-sustaining organisations to the IPS model, we will create a more sustainable IPSPC service. Business continuity and exit planning will be considered within the later stages of the programme plan.

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