

# Individual Placement Support (IPS) Employment Service



**Are you thinking  
about work?  
IPS can help**

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## What does IPS do?

We can support you to find paid employment that matches your preferences and skill set. If you are already in employment we can support you to remain in your current role.

## What we offer:

- Support with job searches, CV writing, applications and interviews.
- We will work with you to identify your specific needs and preferences.
- Our Employment Specialists approach employers/businesses directly to source high quality employment opportunities.
- We will work with your employer to support them to understand mental health difficulties and/or addiction.
- We will support you to be aware of your rights and ensure that your employer is working within the Equality Act.
- Ongoing personalised support in work.
- Help with understanding benefits and employment and what you are entitled to.



## Who is IPS for?

Anyone who wants to have a conversation about employment regardless of your diagnosis, substance use, convictions, confidence, learning difficulty, qualifications or employment history.

You will need to be accessing support from one of the following teams or services:

- Community Treatment Team (CTT)
- Early Intervention in Psychosis Team (EIP)

Or in structured treatment with:

- Newcastle Treatment and Recovery Service (NTaR)
- Northumberland Recovery Partnership Service (NRP)

### Client feedback

‘I felt heard and received good advice as well as been treated with respect and someone of value.’

“I feel it has taken so much pressure off me knowing I have IPS there for help and guidance.”

“IPS provided guidance, support and even helped me with work to arrange reasonable adjustments.”

“It was person-centred and really improved my careers skills.”

“IPS have gone above and beyond to help me find work I am passionate about.”

“IPS has really supported me and helped, essentially change my life.”



**For more information:**

Ask your Care Co-ordinator or Recovery Worker about IPS.

Email us at [ips@cntw.nhs.uk](mailto:ips@cntw.nhs.uk)

Visit our website: [www.cntw.nhs.uk/ips](http://www.cntw.nhs.uk/ips)

## **What if I have a comment, suggestion, compliment or complaint about the service?**

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.cntw.nhs.uk/contact/complaints/](http://www.cntw.nhs.uk/contact/complaints/)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/yourvoice](http://www.cntw.nhs.uk/yourvoice)
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience [www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback)

### **Patient Advice and Liaison Service (PALS)**

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

### **North of Tyne**

Tel: 0800 032 0202

Email: [pals@nhct.nhs.uk](mailto:pals@nhct.nhs.uk)

Post: FREEPOST PALS

## **South of Tyne**

Tel: 0800 328 4397

Text: 07825 061 035

Email: [pals@cntw.nhs.uk](mailto:pals@cntw.nhs.uk)

Post: Patient Advice and Liaison Service, Garden Lodge,  
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

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