



Stepping up:

Our 2025 social impact

ingeus

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Our purpose

Welcome to our review of 2025, a year in which Ingeus worked hand in hand with partners across England, Scotland, and Wales to deliver life-changing support to individuals, businesses, and communities.

Whether through employment and skills support, health and wellbeing programmes, or citizenship and community initiatives, we strengthened our mission to *Enable Better Lives*. We are immensely proud to have helped 492,796 people through the year with both ongoing and new initiatives, underpinned with delivering positive social impact. Please join us as we share just some of 2025's activities that empowered people to overcome their barriers and unlock their full potential.

“2025 has been a year of substantial change as we embraced opportunities and challenges across the many sectors we serve. Yet with trademark Ingeus passion, we have once again confidently found solutions to empower the people we support.

Our teams have completed milestone programmes, adapted to evolving societal needs, and innovated in thought and deed to deliver our services. I couldn't be prouder of their impact - every success story reflects their commitment to making a real difference.

We have developed our partnerships with sector specialists, commissioners, employers, and our own APM group companies, gathering insight and learning to shape our thinking. Together we shall ensure that better lives aren't just a vision, they're a reality for everyone.

We're proud of what we've accomplished together and excited for what's ahead in 2026"



Fiona Monahan,
Chief Executive,
Ingeus UK

We are ingeus ...these are our values

TAKE
PRIDE

DO THE
RIGHT
THING

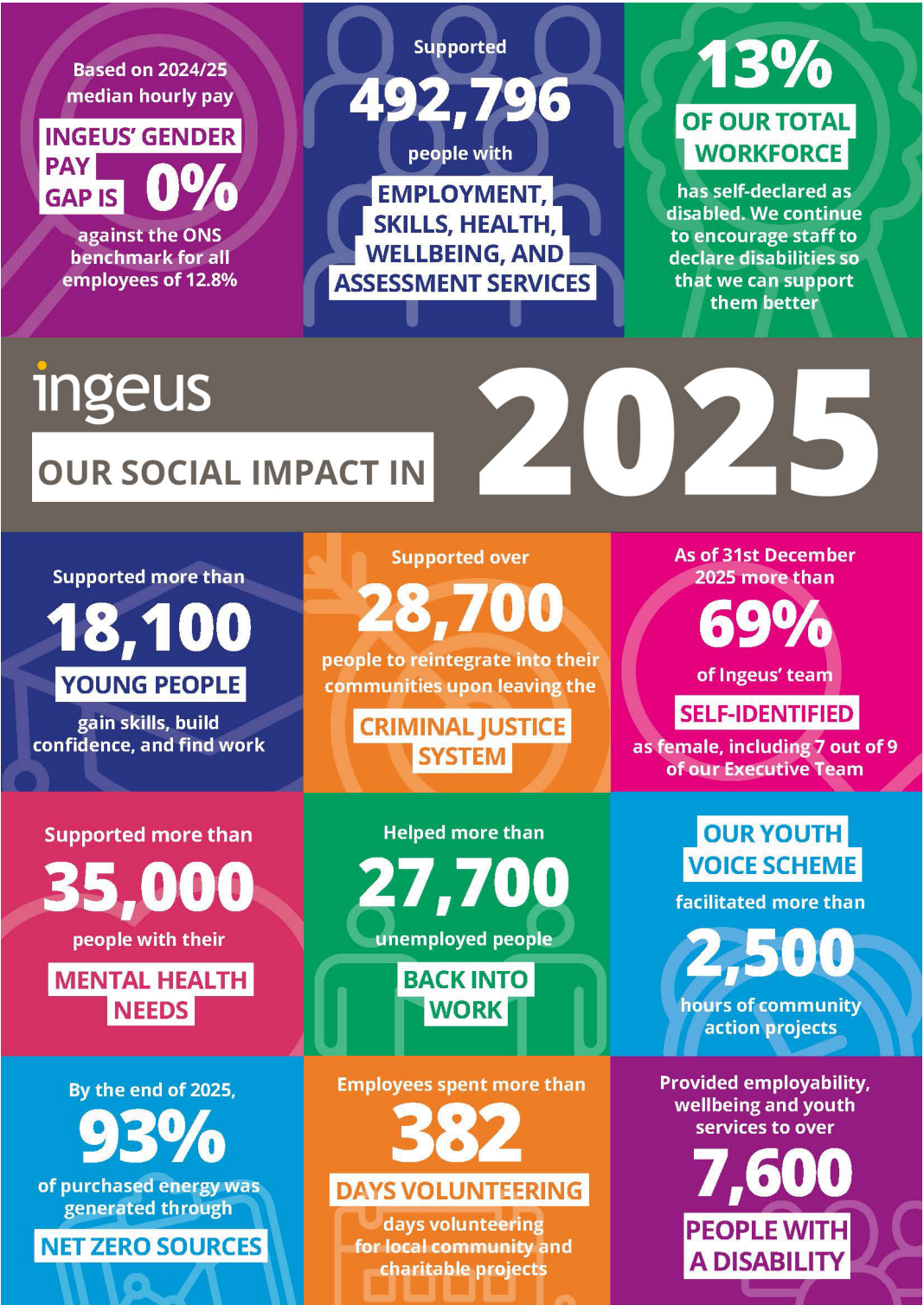
BELIEVE
IN
EVERYONE

CARE
AND
RESPECT

OWN
IT

Our social impact in 2025

At Ingeus, performance with purpose is more than a principle, it’s the foundation of everything we do. We’re committed to delivering exceptional outcomes while leaving a positive and lasting impact on society. Success and social value go hand in hand, and we work hard to create benefits that reach our participants, their communities, and our partners and commissioners.



Our services

In 2025, Ingeus continued to deliver a broad range of life-changing services across employment, health, wellbeing, youth and justice. Our programmes support people to find work, improve their health, build confidence, and successfully reintegrate into communities, ensuring everyone can thrive.

Employment

Our employment services empower people with the skills, confidence, and opportunities they need to thrive in work. We collaborate with employers and community partners to deliver tailored support to jobseekers, helping them overcome barriers to employment, build sustainable careers, and contribute meaningfully to society. Whether it’s through onward training or securing work, our goal is to unlock potential and create lasting change.

- We launched several new programmes in 2025, including:
- The Trailblazer Employment Support Programme in Wandsworth and Richmond.
 - Promoting inclusive recruitment with InclusionWorks in the North East.
 - Connect to Work on behalf of the South London Partnership.
 - Working Well: Individual Placement and Support in Primary Care in Stockport, in partnership with The Growth Company and Groundwork.

We also celebrated four years of delivering the Restart Scheme, which has supported almost 215,000 people since its inception. We’re proud to continue its delivery until June 2028, ensuring continued support for thousands more jobseekers.

Meanwhile, we bid a fond farewell to the Work and Health Programme which concluded in December 2025. Delivered regionally by Ingeus for eight years, its legacy will live on both in future Ingeus services and in the communities it so positively impacted.

Justice

Our justice services support individuals involved in the criminal justice system to make positive life changes and reduce reoffending. By working closely with probation services, prisons, and community organisations, we help people reintegrate into society and build safer, stronger communities.

- In 2025, we undertook new Health Trainer contracts as part of the Ministry of Justice’s Commissioned Rehabilitative Services, helping adults on probation improve their health and wellbeing across Leicestershire, Derbyshire, and Rutland.
- We were awarded two contracts with the Ministry of Justice for the provision of Prison Education Services (Careers Information, Advice and Guidance) in Tees and Wear, and Yorkshire and Humberside. These services are designed to help prisoners make informed decisions about their education and career paths during time in custody and as they prepare for release.

Youth

Our youth services focus on helping young people navigate challenges and achieve their potential. We offer early intervention, mentoring, and personal development programmes that build resilience, improve wellbeing, and support educational and career aspirations. By creating safe, supportive environments, we empower young people to make informed choices and shape brighter futures.

- With extended funding until July 2026, we will continue to support more young lives across the Midlands with tailored guidance and opportunities through Positive Pathways.
- We continued to amplify young people’s perspectives through our Youth Voice Ambassadors. We ensure their insights shape the design and delivery of services that truly meet young people’s needs.



A new Community Interest Company

2025 also saw the launch of our Community Interest Company (CIC), Ability Pathways, a new organisation to further our mission and give more to the communities we serve. By reinvesting in the vital support and services that help people overcome barriers and realise their potential, Ability Pathways enables us to give back to those who need it most.

We welcomed Change 100 as the first service delivered by the CIC. In November 2025, Change 100 transferred to Ingeus from Leonard Cheshire. Change 100 is a well-established, award-winning programme that connects talented disabled students and graduates with leading employers for paid internships, mentoring, and development opportunities. It has strong relationships with employers and universities, partnering with over 300 leading companies including Barclays, BMW, UNICEF, Tate and the BCC to place more than 1,300 interns.

By bringing this programme under the Ingeus umbrella, Ingeus will maintain its core values and build on its strong legacy while exploring opportunities for growth and innovation across the UK. They will continue to deliver the programme as a not-for-profit so that continued investment can be made to reach more people.

Health

Our health services promote physical, mental, and emotional wellbeing through accessible and timely support. We work with individuals to improve lifestyle habits, manage long-term conditions, and enhance overall quality of life. We also undertake health related assessments for people requesting beneficiary support.

Our CRC wellbeing business, CiC Wellbeing, also brings over 35 years of experience in people wellbeing, providing organisations with specialist, bespoke solutions to improve the mental health and wellbeing of employees in the UK and internationally.

Able Futures has continued to make a profound difference to workplace wellbeing across the UK. Since its launch in August 2018, the programme has provided mental health support to tens of thousands of people, helping them stay in work and thrive.

Our partners

Partnerships sit at the heart of Ingeus delivery, fostering collaboration across sectors to ensure innovative, joined-up solutions that meet the needs of the people we support. From localised charities supporting specific place-based issues, specialist behaviour change experts, and nationally reaching supply chain partners, to skills providers, self-employment specialists and employers of every size and sector, we work with like-minded organisations to enhance our impact.

These are just a few of the amazing partnerships that have driven innovation, impact and outcomes for our customers.



Grow London Local

Through the Able Futures mental health support, we partner with Grow London Local to support small business owners, apprentices, and self-employed professionals across London.

Grow London Local, launched by London & Partners and backed by the Mayor of London, provides SMEs with practical business resources, events, and skills development. Able Futures complements this by offering no-cost, confidential, one-to-one mental health support tailored to the unique pressures of running a small business.



Ealing Council

Ealing Council, through its Learn Ealing service, is a partner in the delivery of the Restart Scheme led by Ingeus in Central and West London. Together, we launched a pilot English for Speakers of Other Languages course in 2023 to address language barriers that prevent many people from accessing employment.

The programme has since evolved to include functional skills training in maths and digital literacy. Backed by the Performance Fund, the scheme provides tailored support, from computer skills and interview techniques to issuing laptops to tackle digital poverty.



Crowd Master

Crowd Master provides security and stewarding to venues and events in London and the South East, bringing local employment opportunities for Restart Scheme participants.

Working with a broad spectrum of people, from over 50s, to refugees with language barriers or no previous UK work history, participants are given affiliated training before moving into ringfenced vacancies.

“Ingeus can see their potential. We trust Ingeus’ judgement. We’ve got some employees who’ve worked with us since we started four years ago, while others use us as a step to other jobs, building their confidence and employability prospects with us.”

Damion White, Director, Crowd Master



Only a Pavement Away

The collaboration between Only a Pavement Away and Ingeus has helped address homelessness through employment while bridging labour shortages in the hospitality industry.

The charity offers a blend of employability and housing support, specialist hospitality training, and exposure to a wide network of hospitality, pub and restaurant industry employers. To date, more than 250 Ingeus participants have been jointly supported, resulting in more than half undertaking development activities and 40 people securing permanent employment.



Ingeus has invited us to use their facilities, attend events, and developed an Introduction to Hospitality participant session which we run to broaden understanding of the industry. We collaborate closely on the mix of support we jointly offer to make sure people are fully prepared to transition into hospitality roles.



Holly Colman, Head of Charity and Candidate Development, Only a Pavement Away



Sleep Pod

Our justice service, Creating Future Opportunities (CFO) Evolution, has partnered with Sleep Pod, a grassroots charity providing emergency shelters to rough sleepers across the UK.

Sleep Pods are designed to offer immediate protection from harsh weather conditions, helping frontline charities connect with rough sleepers and deliver vital support directly on the streets. The sleep pods are distributed across Ingeus' Nottingham, Derby, and Leicester Activity Hubs throughout the winter months.



EE

Ingeus and EE teamed up to help jobseekers in the Midlands access long-term employment opportunities in the telecommunications sector. As part of EE's drive for greater equity, diversity and inclusion, the collaboration has helped EE to deliver on a major commitment to support long-term unemployed people. Through the Restart Scheme, the initiative has achieved an impressive 90% employee retention rate.



Ingeus has been an important part of us expanding our social outreach into the community, putting jobseekers into sustainable employment. They have been great at supporting us to reach candidates who in other circumstances thought they wouldn't have the required skills or qualifications to work at EE. However, with the guidance that Ingeus is able to provide, we're able to break those barriers and make our roles accessible.



Manpreet Chand, EE Recruiter

Leading positive change

We believe innovation and collaboration are key to creating opportunities and transforming lives. Over the past year, we've partnered with pioneering organisations to introduce groundbreaking initiatives that empower individuals and promote inclusion. From harnessing assistive technology to improve accessibility, to leveraging virtual reality for interview confidence, and championing global commitments to disability inclusion, our work is driving real impact. These initiatives reflect our mission to help people thrive, whether through enhanced digital tools, practical healthcare support, or amplifying youth voices in shaping national policy. Together, we're leading positive change that makes a lasting difference.

Everway

Everway

We partnered with Everway to become the first employability provider to offer Read&Write for Work to participants, in addition to our employees.

The software was introduced to enhance the reading and writing experience for all users, with benefits for people with neurodivergent conditions such as dyslexia and ADHD. Read&Write makes digital text easier to understand, allowing users to communicate comfortably and complete tasks with greater confidence.



This is a transformative step in how we are able to support people. Read&Write will enhance users' experience with tools designed to empower choice, inspire confidence, and unlock potential.



Fiona Monahan, Chief Executive, Ingeus UK



Global Business and Disability Network

Our parent company APM, strengthened its global commitment to disability inclusion by joining the International Labour Organization Global Business and Disability Network.

This membership places APM among leading organisations working together to advance the employment and inclusion of people with disabilities worldwide. APM has committed to upholding ten principles outlined in the network's charter – promoting non-discrimination, equal opportunities, accessibility, and collaboration – ensuring inclusive workplaces where people of all abilities can thrive.

bodyswaps

BodySwaps

BodySwaps is a virtual reality and artificial intelligence learning tool, launched at Ingeus' Restart Scheme centre in Hackney and subsequently rolled out nationally. More than 4,500 participants have used BodySwaps in the past year, with almost a quarter progressing into employment.

The technology analyses vocabulary, the speed of speaking, and use of filler words enabling Ingeus participants to carry out interview simulations and receive real-time feedback. Our advisors are then able to use this to support onward improvements.



Our mission is to empower people to reach their potential and Ingeus is helping us to achieve that in a direct way. We're jointly making a real difference to real people's lives and to see these results is so rewarding.



Laura Morris, Head of Customer Success, BodySwaps



Youth Voice Ambassadors input to National Youth Strategy

Ingeus Youth Voice Ambassadors participated in a 'Deliver You' workshop in London. They joined other young people to share their views, experiences, and ideas as part of the government's ten year National Youth Strategy to address the challenges facing young people and to ensure that everyone has the opportunity to thrive.



Roots to Dental

In partnership with the Greater Manchester Combined Authority, Ingeus jobseekers without access to NHS services could receive free dental care by student dentists under the guidance of qualified tutors. The Working Well Roots to Dental initiative brings together people whose poor oral health causes pain and affects their confidence, with dental students finding it difficult to gain useful experience with patients.

The initiative has seen 380 people put forward for free dentistry such as check-ups, extractions, root canal work and dentures and was recognised with a 2025 Adding Social Value Award from the Employment Related Services Association.

Driving sector excellence

We are committed to shaping best practice and raising standards across the sectors we work in. Through thought leadership, collaboration, and innovation, we brought together experts, practitioners, and partners to share insights and create solutions that deliver better outcomes for the people we support. From hosting our first young adult justice conference to sponsoring industry events, leading discussions on trauma-informed care, and championing inclusive employment, we are driving sector-wide progress.



Young adult justice conference

Bringing together leaders from probation services, youth organisations, charities, and local authorities, Ingeus hosted its first young adult justice conference in Birmingham.

Under the theme "Stronger together: Shaping better outcomes for young adults", the event explored how innovation, partnership, and lived experience can drive meaningful change for young adults in or at risk of entering the criminal justice system.

Highlights included presentations from the West Midlands Violence Reduction Partnership, the Phoenix Programme, and Ingeus' award-winning peer mentoring initiative at HMP Ranby.



IEP Basecamp

For the third consecutive year, Ingeus proudly partnered with the Institute of Employability Professionals to be the headline sponsor of IEP Basecamp 2025.

The theme was 'Insight to Impact', the event brought together frontline employability practitioners and first-line managers to share best practice, showcase innovative tools, and explore fresh ideas.



Compassionate Connections

The Compassionate Connections event was hosted by Ingeus in Leeds and explored trauma informed practices, looking at how best to support people who have lived through trauma and may face challenges in accessing help as a result.

Expert debate centred on how to create sensitive, safe services that people trust and want to use, and the best ways of supporting staff absorbing trauma vicariously through their work or managing their own lived experiences.



Local Government Association conference

We exhibited at the Local Government Association conference in Liverpool, showcasing how our employment support has successfully aided local authorities, participants, and communities.

Ingeus leaders also delivered fringe sessions sharing practical strategies to boost engagement and outcomes in employment programmes.



ERSA Women into Work MP briefing

Ingeus joined a delegation of sector experts compiled by the Employment Related Services Association at a Westminster briefing on support provided to female jobseekers. The event outlined the practical and emotional barriers women face in finding work and the innovative ways our sector provides support, working with employers and specialist partners to reach and empower women to find the role that's right for them.



Disability Confident Awards

Ingeus proudly sponsors the Business Disability Forum, Disability Confident Awards. These awards recognise innovative projects in accessible design, inclusive recruitment, customer experience, and technology that remove barriers and improve the lives of people with disabilities.



One Referral hub

Ingeus receives Commissioned Rehabilitative Service referrals to support people on probation with accommodation, personal wellbeing, finance, benefit and debt, and drug and dependency issues.

The South Central region became the first in the UK to deliver a One Referral Hub pilot, created by the Probation Service as a single point of access for probation practitioners to request support services.

Following the success of the pilot, with referrals rising by 162% within the first few weeks of the hub's launch, it was rolled out nationwide across the UK.

“
The success of the One Referral Hub has not only increased the efficiency and speed of referrals, but also strengthened partnerships within the local region, enhancing the overall support services for those in need.
”

Faye Williamson, Ingeus Contracts and Partnerships Manager



Opening Doors to Good Work

As a proud Mayor's Good Work Standard accredited employer, we are committed to strengthening good employment practices across the sector. During Good Employment Week, we championed fairness, inclusion, and wellbeing at work for people and employers throughout London.

Ingeus took part in the Opening Doors to Good Work panel with Business in the Community and Deputy Mayor Howard Dawber. The conversation centred on practical, sector-wide solutions to help employers open pathways for young people, particularly at a time when almost one million young people in the UK are not in education, employment, or training.

Empowering communities

Building strong communities are the foundation for lasting change. By working in partnership with local authorities, employers, and justice services, we helped deliver tailored support that helps people overcome barriers and build brighter futures. From welcoming Mayor Andy Burnham to our Rochdale centre to showcase the impact of Working Well: Working Well programme, to launching 11 new Activity Hubs for people on probation, and pioneering peer mentoring in prisons, we are creating opportunities where they are needed most.



Launch of CFO Evolution Activity Hubs

Delivered under the HM Prison and Probation Service Creating Future Opportunities Evolution programme, we expanded our support for people on probation and those leaving prison through the launch of 11 new Activity Hubs.

The newly opened hubs in Birmingham, Stoke-on-Trent, Wolverhampton, Derby, Leicester, Nottingham, Durham, Middlesbrough, Newcastle, Sunderland, and Darlington, are safe, welcoming spaces where people can build essential life and employment skills to overcome barriers and connect with mainstream services.



By providing tailored, practical help, we're giving individuals the opportunity to build better futures — not just for themselves, but for their families and the wider community.



Owen Peterson, Ingeus Head of Service



Health, Independence and Progression success

The HIP: Health, Independence and Progression programme has demonstrated how community collaboration can transform lives and enhance employment prospects for people across Greater Manchester. Delivered by the InWorkGM partnership, led by Ingeus, the HIP pilot comprised a week long set of enjoyable experiences from baking and DIY to sports and employer visits to enhance the life and employability skills of people who are long-term unemployed and living with a health condition or disability.



Forging relationships with community partners is key to maximising the impact of employability programmes in Greater Manchester. By working together, we are making a positive difference to the lives of so many people, fostering economic prosperity and community growth.



Nicola Wood, Ingeus' Head of Delivery



HMP Winchester: Peer mentor pilot

We introduced a new peer mentor pilot service at His Majesty's Prison Winchester – the first of its kind in the UK. The role is intended to help new prisoners settle in, sharing important information about rehabilitation services in prison. The initiative empowers those involved and fosters a sense of community and understanding within the prison environment. The pilot service will be evaluated, with a long-term goal to place a peer mentor on each wing at HMP Winchester.



Welcoming Andy Burnham to our Rochdale centre

We welcomed the Mayor of Greater Manchester, Andy Burnham, to our Rochdale centre to see the transformative impact of our employment support services on local communities.

The visit showcased the life changing support delivered through the Working Well employment and health programmes. These initiatives have played a vital role in improving lives across Greater Manchester, particularly for people with disabilities or long-term health conditions.



It's everything that I'm hoping to build in Greater Manchester: an all-round, whole-person support system to help people remove some of the difficult barriers in their life, move into a positive situation, start to Live Well, and then start Working Well.



Andy Burnham, Mayor of Greater Manchester.

Inspiring outcomes

Every journey begins with our participants. Some simply need a guiding hand, a boost of confidence, or practical advice to navigate unfamiliar territory. Others face far greater challenges, requiring vital support with life’s most basic needs. Whatever the starting point, their resilience and determination never fail to inspire us.

We are delighted to share the stories of some of those we helped in 2025.



Andy: Work and Health Programme North West

Living with disabilities which majorly affected his life, getting a job at Arc cinema after more than a year out of work has been lifechanging – and Andy’s already proving to be a massive box office hit.

“I like helping customers and always doing my best; then people will want to come back. I’m proud to be here and enjoy coming to watch the films with my family and friends. Getting back to work has been a great confidence boost and I’ll just keep doing the best I can.”



Abdul: Restart Scheme Greater Manchester

Abdul’s compassion and desire to help others was the driving force towards his goal: a career in health and social care. However, 21-year-old Abdul from Bury had lost confidence and was experiencing anxiety after being unemployed for over a year. He was referred to the Restart Scheme in Greater Manchester where he was given the help he needed to achieve his goal.

“The Restart Scheme doesn’t just help you find employment; it helps you better yourself mentally. It takes you to a place where you are not constantly down and feeling like you’re not worthy of people’s time.”



Mark: Work and Health Programme Pioneer North West

Mark struggled to find paid employment due to an incomplete CV and mounting anxiety. With hearing issues, past epilepsy, and insecure housing, his confidence had taken a severe knock. However, recognising his enthusiasm and people skills, Mark was offered a paid stewarding role at Barrow AFC just three months after joining Pioneer.

“My favourite thing about the job is meeting new people, helping other people. I look after the spectators, the crowds, the grounds. I’m now an officially licensed security officer. I’ve got stewarding skills, crowd control skills, conflict management skills, all through this programme.”



Sophie: RISE Restart Scheme, Greater Manchester

Sophie had been unemployed for eight months and applied for more than 50 jobs with no success. After receiving employability support and attending our RISE (Ready, Inspired, Skilled & Employed) residential experience in Greater Manchester, she has a much-loved job as a cleaner in a local primary school.

“I was really nervous when I first joined the Restart Scheme, but I felt so welcome, and even though I was only 18 at the time I was instantly treated like an adult. Attending RISE was amazing! We did a lot of group workshops and by the end of it, everyone’s confidence had shot up, including mine.”



Lou: South London Partnership

Following nine months out of work, Lou gained a placement on the South London Partnership and following that was offered a permanent position. Her employer is funding professional qualifications to further her career in the care sector.

“I’ve got a job in domiciliary care and travel to support people in their own homes. It’s a really nice job. I like meeting and helping people and I want to move into a full time caring role. Having work is important. It makes a big difference to your life.”



Stevie: Justice services East Midlands

Stevie could see no future for himself after addiction led to imprisonment and the loss of most of the things in life he held dear. Following time as an Ingeus peer mentor, he now has a job in which he is valued and that allows him to help others on the road to recovery.

“Every day I leave the hub thinking I’ve got the best job in the world. Ingeus has been massively important in helping me to get this far. They have backed me 100%, they understand where those of us who have been through the system come from and they support us without judgment.”



Sandra: Able Futures

Changes at the council where Sandra worked had her on edge. As her frustrations and anxiety grew, she became tearful, snappy, and in danger of taking time off sick. By contacting an Able Futures mental health coach, slowly her mindset began to change.

“I learnt to accept what I couldn’t change and to go with the flow – something I’d not been good at before. Able Futures really works, and because of them so do I. I would undoubtedly have been signed off sick without their help.”

Our people

Our people have a positive impact every day, underpinned by strong Ingeus values. Through their skills, compassion, and commitment, they help others improve their employability, health, and wellbeing. By also volunteering in local communities, those qualities create meaningful change while strengthening our culture of giving back.

Through our partnership with Matchable, we empower employees to take part in meaningful community volunteering projects aligned with their skills and passions.



Colleagues from our Manchester employability teams came together for a volunteering day, cleaning the stands at Rochdale AFC. The club, which Ingeus previously partnered with through the Health, Independence and Progression programme, was preparing a community sleepout to raise awareness for homelessness.



Our Employability Performance Support team supported a disability day hosted by the Kia Oval in London. Using the power of sport to bring people together, our team threw themselves into the fun, guiding children with special educational needs and disabilities through activities including wheelchair cricket, yoga, dance, and archery.



The Yorkshire and Humber Commissioned Rehabilitative Services team volunteered with North Yorkshire Connected Spaces (Red Rose Recovery) in Harrogate. Equipped with litter pickers, the team worked diligently to enhance green spaces and contribute to a cleaner, more welcoming environment.



Colleagues from the Restart Scheme supported the development of a new community garden for The Power of Resilience in Tameside. The team contributed to a range of hands-on activities to transform the space into a welcoming environment for mental health, wellbeing, and connection with nature. Their efforts included planting seeds and trees and constructing benches, tables and fencing.



"Fostering was always a thought for us but working for Ingeus has really opened my eyes to some of the struggles people face. For me, being able to enable better lives, 9am-5pm, Monday-Friday with Ingeus, and to support vulnerable children outside of those hours, gives me my gratification, my quality of life."

“*My colleagues have been so supportive as we've gone through the fostering process. I've had flexibility to attend assessments and training days and everyone's interested in our progress. They went through it with us and I can't big up Ingeus enough for it.***”**

Restart Team Leader Grant switched careers to join Ingeus back in 2022, spurred on by a desire to help others. He says it was “the best decision I have ever made”. Grant and his wife Keeley began fostering in 2025.



"I was interviewed by a fellow veteran for my Ingeus role and immediately felt a connection. I've always wanted to help other people and I've been welcomed and encouraged in my role here. New ideas are supported and life experience is listened to."

“*I'm passionate about supporting veterans and their families. I love leading the network group; veterans like talking to veterans, we share a similar sense of humour and understand the challenges of adapting to civvy street.***”**

Veteran Sam is a personal wellbeing advisor for the Ingeus justice team and leads the Ingeus Armed Forces Network Group. Away from work she is an area welfare officer for the Royal Navy Association and her Sunderland hometown.



“As a D&I Champion at Ingeus, I enjoy creating content for colleagues explaining different standpoints and promoting wellbeing. I genuinely enjoy colleagues coming to me with a question or seeking advice and have recently developed new gender awareness training set to rollout across Ingeus.

“Away from work, I throw myself wholeheartedly into my equality and diversity volunteering. I oversee HR policy at the charity Bi Pride and support a trans family member who has joined me here in the UK.”

Nurse disability analyst Niki is a friendly force of nature on the Ingeus LGBTQIA+ network group and is helping to shape our culture, and her colleagues’ understanding, with her extensive D&I knowledge.



“IT may often sit behind the scenes, but here we’re recognised as an integral part of Ingeus’ mission to enable better lives. There’s a purpose-driven, people focused culture that underpins everything, regardless of your role.

“I’ve been so supported and encouraged that it’s uncovered potential I never had the opportunity or confidence to explore before.”

Service Operations Manager Kwesi has upgraded his skills, evolving from a hands-on IT engineer to confident leader.



“Ingeus has given me the chance to attend conferences and network with other young people. It has given me a sense of professionalism and boosted my confidence.

“I’m here to help challenge negative beliefs about young people.”

As an Ingeus Youth Voice Ambassador, Beth provides feedback on Ingeus’ services, ensuring programmes are youth friendly. She is a tireless volunteer and passionate advocate for young people.



“Ingeus genuinely wants to help people realise they have something positive to offer, and those people who take that message on board can then pay it forward to others, and so it goes on.”

Kirit is a Custody Peer Mentor Coordinator for the Ingeus CFO Evolution programme in the East Midlands sees him visiting HMP Ranby to talk to prisoners about the benefits of becoming a peer mentor, either in prison or, following release, by volunteering for Ingeus’ seven-week mentoring course that Kirit helps to run.



“Being part of Youth Voice has given me so many opportunities and experiences, from training and workshops to attending events and shadowing Ingeus staff. As an Ambassador I undertook mental health training and attended an ‘Exploring Our Emotional Worlds’ event, hosted by the Prince and Princess of Wales. Both reaffirmed my love of talking to and understanding other people.”

Sareena is a Youth Voice Ambassador at Ingeus and has undertaken mental health training to support others.



“Ingeus has a strong focus on mental health, and I was keen to train as a mental health first aider when my role was transferred here in 2024. Working remotely has its benefits but interaction with others is vital in our team. Joining the Employee Resource Group for Equality, Diversity & Inclusion has been enlightening too. Again, Ingeus prides itself in this area and it’s evident that it’s taken seriously. I was delighted to be the face of Ingeus for a Diwali video.”

Binita is a Clinical Support Lead at Ingeus, responsible for a team of health professionals delivering functional assessments in a non-clinical environment. At work, she’s also a mental health ally and sits on our Equality, Diversity & Inclusion employee resource group.

Awards and accreditations

External recognition in 2025 reflects the commitment, innovation and professionalism of our participants and teams. Our achievements demonstrate the breadth and impact of our work. While we always focus on continuous improvement, we won awards and secured new accreditations, reinforcing our commitment to high-quality delivery for our people and those we support.

University of Manchester: Making a Difference Awards

Working Well: Roots to Dental. Highly commended for Social Responsibility.

Police and Crime Commissioner Awards

Young Futures award for transformative work at HMP Ranby.

Skills for Justice: Inspire Justice Awards

Dr Bex O’Gorman PhD, Ingeus Dependency & Recovery Navigator: Highly commended for Community Safety and Rehabilitation.

UKEXA UK Employee Experience Awards

Best company culture: Silver award.

Great British Workplace Wellbeing Awards

Finalist: Best Wellbeing in the Workplace Strategy – Large Company.

The Employment Related Services Association Employability Awards

Leonila Mecilas, Employer Engagement Practitioner of the Year. Working Well: Roots to Dental, Adding Social Value award.

Institute of Employability Professionals. Learning Awards

Alisha Ripley, Senior Service Manager. IEP Continuous Learner of the Year award.

The Quality Professionals Awards for Further Education and Employability

Finalists in partnership with Cowry Consulting for Quality Collaboration of the Year – Employability.

The Butler Trust Awards

Commendation for Margaret Slyfield, Personal Wellbeing Advisor.



Institute of Employability Professionals: Professional Excellence Award

Silver IEP Professional Excellence status, reflecting a commitment to continuous learning and high standards in the employability sector.



North East Combined Authority SHINE

Advanced level SHINE accreditation recognising fair, inclusive, and empowering workplaces.



National Autistic Society

Accredited status, recognising inclusive, high-quality support for all customers and stakeholders.



Discover more stories, insights, and impact at ingeus.co.uk

We now have a strong community of 134 Diversity & Inclusion champions, more than 600 Mental Health First Aiders, and 41 Wellbeing Champions. We’ve rolled out training for managers on Reasonable Adjustments and more than 3,000 people completed EDI training including unconscious bias.

