

# Ingeus to deliver Jobs Guarantee in the East Midlands



Ingeus has been awarded the Jobs Guarantee grant in the East Midlands, further strengthening its long-standing partnership with the Department for Work and Pensions (DWP) and its role in supporting people into sustainable employment.

The Jobs Guarantee is part of the DWP Youth Job Guarantee which aims to support nearly one million young people in the UK who are not in education, employment or training (NEET) by providing tailored support, training opportunities and subsidised jobs.

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The first step Jago almost didn't take

# Ingeus will start delivery of the Jobs Guarantee in the East Midlands from April, providing jobs to more than 200 young people in the first six months.

The scheme will offer a guaranteed, fully subsidised 6-month paid job to every eligible 18 to 21 year old who has been on Universal Credit and looking for work for 18 months. The government will cover 100% of employment costs for 25 hours a week at the relevant minimum wage, alongside additional wraparound support to help young people succeed in their job and transition into sustained employment.

Ingeus will bring its extensive experience of delivering employability and youth

services across the UK to the Jobs Guarantee, focusing on personalised support, strong employer partnerships and inclusive approaches that respond to local labour market needs.

This award reflects Ingeus' proven track record of delivering employment and youth programmes, including Restart Scheme, Job Entry Targeted Support, Work and Health Programme, National Citizen Service and other regional employability services, supporting thousands of people into

work and helping employers access and retain talent.

Ingeus is committed to delivering high quality, person centred employment support that makes a positive difference for individuals, employers and local economies. The East Midlands Jobs Guarantee grant represents another important step in supporting inclusive growth and helping people move into good work.



**“The Jobs Guarantee will create new opportunities for collaboration with employers across sectors, helping them to fill vacancies while supporting young people to gain confidence, skills and experience that lead to sustained employment. We’re delighted to be building on our track record and partnership in the East Midlands to support the successful launch of the government’s Job Guarantee”.**

Fiona, Ingeus Chief Executive



Scan the QR code to learn more

# REACCREDITATIONS FOR DISABILITY CONFIDENT AND MATRIX

**Ingeus has reaffirmed its long-standing commitment to disability inclusion and the highest quality information, advice and guidance**



With the successful reaccreditation of two nationally recognised UK standards: Disability Confident Leader status and the matrix Standard for Information, Advice and Guidance (IAG).

Ingeus has been reaccredited as a Disability Confident Leader, the highest level within the UK Government's Disability Confident scheme. This renewed Level 3 status will run for a further three years, until March 2029, and reflects the organisation's continued leadership in recruiting, retaining and developing disabled talent. Disability Confident Leader accreditation is a rigorous standard, requiring organisations to demonstrate sustained commitment, continuous improvement and a fresh three-year membership period at each renewal.

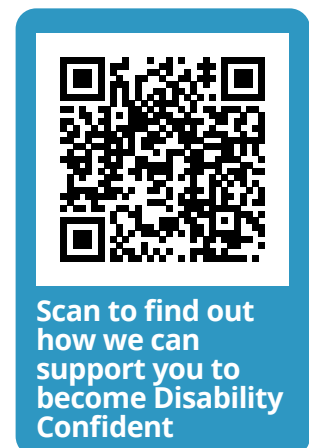
Alongside this achievement, Ingeus has once again secured re-accreditation to the matrix Standard, retaining this prestigious quality mark for IAG for a further three years. The matrix Standard provides a robust framework for assessing the quality and effectiveness of advice and support services, ensuring individuals are empowered to make informed decisions about their careers, learning, work and wider life goals.

The reaccreditation followed a comprehensive and in-depth assessment process. Evidence gathered included interviews with 107 colleagues and 93 participants, discussions with commissioners, contributions from supply chain partners, and visits to seven Ingeus centres across the country. Matrix assessors commended Ingeus for its deep-rooted and sustained commitment to delivering high-quality, personalised IAG

that demonstrably improves outcomes for participants across all services.

Across every programme and location, assessors highlighted a strong, welcoming organisational culture, underpinned by a clear and consistent focus on supporting both participants and colleagues.

Together, these dual reaccreditations reinforce Ingeus' position as a leader in disability inclusion and high-quality guidance, supporting people to achieve meaningful and lasting outcomes.



# INGEUS AWARDED OUT OF COURT RESOLUTION SERVICE

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**Ingeus has been awarded the Out of Court Resolution (OOCR) Service contract by the Office of the Police and Crime Commissioner (OPCC) for Leicester, Leicestershire and Rutland.**



The service provides a constructive alternative to court for adults who have committed low-level or first-time offences, supporting people to take responsibility for their actions and make positive changes that reduce the likelihood of reoffending.

Out of Court Resolutions play an important role in the justice system by providing an important opportunity to intervene early, at a moment when people may be more open to change. By focusing on rehabilitation rather than prosecution, the service aims

to support better outcomes for people involved, while reducing pressure on the wider criminal justice system.

The OOCR service will deliver tailored support for adults across Leicester, Leicestershire and Rutland,

with a focus on early intervention, personal accountability and long-term behaviour change. Support will be designed to help people understand the impact of their behaviour, address underlying issues and build the confidence and skills needed to move forward positively.

“Out of Court Resolutions give people the chance to pause, reflect and take a different path at a critical moment,” said James Foreman, Regional Manager at Ingeus.

“This service is about treating people with fairness and respect, while being clear

about responsibility and the impact of harm. By focusing on rehabilitation and early support, we can help people make meaningful changes that benefit not only their own futures, but also the people around them.”

Ingeus will lead delivery of the service, working with specialist organisations to support key elements of provision. This approach builds on Ingeus’ established experience of delivering justice, diversion and rehabilitation services across the UK, combining evidence-based practice with a strong focus on quality, consistency and care.

This appointment further strengthens Ingeus’ Justice services and reflects our ongoing commitment to working with commissioners to deliver services that support positive change and lasting impact.



**We’re really excited to be working with Ingeus to deliver the Out of Court Resolution service that aligns closely with our Police and Crime Plan. The service prioritises early diversion and crime prevention while providing offenders with tailored interventions to help them address the causes of offending and make positive, lasting change.”**

Emily, Partnerships and Commissioning Officer for OPCC



Scan to read more about Ingeus’ Justice services

# CHANEL-MONÉT'S

## PICTURE

## PERFECT ROLE

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**With her love of shopping, creative flair, and background as a fashion designer, Chanel-Monét embraces the artistry her name suggests. Yet that's only part of the picture: after originally training to be an actor, the 34 year-old has built an impressively diverse career.**

From security officer, youth worker, and concierge, to investment advisor, trainer, and coach. It was a versatile mix of skills Ingeus was keen to capitalise on.

After being unemployed for a year, Chanel-Monét joined the Restart Scheme in Birmingham for help in finding her next step in

late 2024. At her very first appointment, her Restart Advisor, Tia, recognised she had the perfect skill set to offer Ingeus. With help to tailor her CV and with Tia's encouragement, just three months later and at her second attempt, Chanel-Monét was recruited as a Restart Advisor.

"Initially arriving as a participant, the Restart Centre was bright and colourful, there was a buzz in the atmosphere," says Chanel-Monét, who also finds time to volunteer at her mosque's youth group. "I love passing that positive vibe on to others now."

True to form, she didn't stand still for long as a promotion to become an Ingeus employability trainer beckoned in late 2025.

Drawing on her coaching expertise, she now creates and delivers a range of employability workshops. Delivering more than 30 sessions a week, she expertly walks through job search techniques, interview skills, confidence building, and support for parents and carers with groups of up to 20 Restart Scheme participants – and makes a point of learning everyone's names.

"As a Restart Advisor I enjoyed the time I spent getting to know individual participants, finding the key to unlock their interests and confidence," she adds. "I even helped someone find a great role within Ingeus, like Tia did for me. I work with larger groups now and it makes me so proud to be making a difference to so many other people's lives. It's very fulfilling.

"I've had various roles and it was hard when some of them didn't work out but I've always enjoyed helping people and that's just gone from strength to strength at Ingeus. I've realised it's OK

not to stick with one thing, it's good to adapt and change, to have different experiences. I'm thankful for them and I'm not done yet. There's always opportunities to progress at Ingeus, and I certainly hope to – again."



Scan to find out more about Restart Scheme



**Ingeus is a great place to work. From my onboarding to career progression, everyone supports you. Ingeus values people and the strength of human connections. My first appointment here enabled me to do something I love; I hope the participants I now see have a similar experience."**

Chanel-Monét, Restart Advisor



# INCLUSIVE INTERNSHIPS IN TECH

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**Kainos is strengthening its commitment to inclusive employment through its partnership with Change 100, offering talented disabled students and graduates the opportunity to gain meaningful industry experience.**

For many disabled students and graduates, accessing meaningful employment opportunities can present additional challenges. Change 100 – a programme offering paid internships, mentoring, and professional development – is helping make that possible. For Kainos, Northern Ireland’s first Disability Confident Leader, the partnership is a key part of its commitment to building an inclusive

workforce and fostering innovation through diversity.

Working in partnership with the Driver and Vehicle Standards Agency (DVSA), Kainos has hosted two interns on 12-week paid placements. Each intern contributed to live DVSA projects, gaining valuable experience while delivering meaningful outcomes. For one intern, the placement marked a turning point:

“Before my internship, I didn’t know what to expect. However, I quickly learned that Kainos is an inclusive and supportive organisation. As a neurodiverse individual on the autism spectrum, it was important for me to be in the right network and team – to be surrounded by people who understood and supported me. My colleagues made me feel welcome from the outset.”

That sense of belonging, combined with hands-on project work, helped the interns develop both personally and professionally. One intern described how the experience broadened her career ambitions:

“Coming from a biomedical engineering background, I hadn’t initially considered a career in software, but the internship opened my eyes to new possibilities and showed how transferable my skills could be. I gained valuable experience and felt genuinely supported and challenged to grow both technically and professionally.”

The success of the programme has informed how Kainos approaches early careers talent. Inspired by the capability and drive shown by the interns, the company has introduced a new employment pathway designed to reduce barriers to entry and support greater social mobility.

Both interns have since secured permanent roles and will join the Kainos Graduate Scheme in 2026.

Kainos plans to build on this progress by continuing to work alongside partners such as Ingeus to remove barriers, expand access to

opportunities, and create meaningful pathways into technology careers. Together, these efforts are helping to shape a workforce where every individual – regardless of disability or background – has the opportunity to thrive.



Scan to find out more about Change 100



**I’m delighted to rejoin Kainos next year as a graduate technologist. I can’t wait to return to a place that felt like home and continue developing my Artificial Intelligence knowledge in my new role.”**

Intern, Technologist Graduate

kainos®

# IMPACT OF YOUNG ADULT MENTORING PROGRAMME

**Ingeus' Young Adult Mentoring (YAM) programme, delivered within justice services, has been recognised for its positive impact at HMP Ranby.**



Loughborough University's evaluation report of Nottinghamshire Violence Reduction Partnership Young Adult Mentoring Programme (YAM) 2024-2026 at HMP Ranby, assessed its effectiveness, acceptability, and future recommendations.

The 'Young Adult First' approach reflects the value

of relationship building through one-to-one sessions, mentoring and collaboration for young male offenders aged 16-25 at HMP Ranby. The report highlights Ingeus' delivery of the approach in focusing on building resilience, life skills and support network.



# YOUTH VOICE

## MAKING A DIFFERENCE WITH VOLUNTEERING

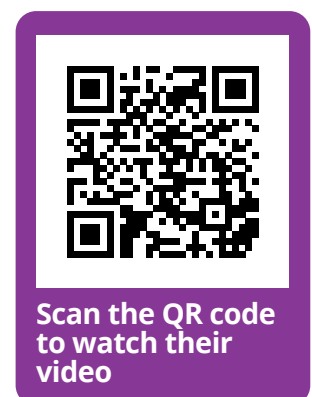
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**For Global Volunteer Month in April, we're celebrating the impact of volunteering through the voices of young people themselves.**

Eden and Amanda, two of our Youth Voice Ambassadors share why they choose to volunteer and what being part of Youth Voice has meant for their confidence, skills and future aspirations.

Youth Voice plays a crucial role at Ingeus, helping us shape how our services are

designed and delivered. By listening to young people and acting on what they tell us, we ensure our work remains relevant, inclusive and focused on what comes next.



# CONNECT TO WORK LANCASHIRE OFFICIALLY LAUNCHES

**Connect to Work in Lancashire has formally launched at a range of events held across the county. This participant focused programme, brings a collaborative approach to helping people managing health conditions, living with a disability or facing complex challenges...**

Across Lancashire move closer to, enter and sustain employment. Managed by the Lancashire Skills and Employment Hub on behalf of the Lancashire Combined County Authority, Connect to Work is designed to ensure that every participant receives

the tailored support they need to access work and thrive once in the workplace.

At the heart of Connect to Work in Lancashire is collaboration. By working closely with delivery partners and community



organisations, the programme offers joined up, person centred support that recognises that everyone's journey into work is different. This partnership approach ensures that participants can access the right help at the right time - whether

that's confidence building, skills development, help with health or wellbeing, or practical support to overcome barriers to employment.

## Supporting people into the right jobs

Connect to Work Lancashire works with local businesses across a wide range of sectors. By listening to employers and understanding their workforce needs, the programme matches people to roles where both the participant and business will experience mutual benefit.

Employers are supported to be inclusive, opening opportunities to people who may not have considered employment, or who need additional support to return to work. This not only helps businesses fill vacancies with motivated, well supported candidates, but also contributes to a more diverse and resilient local labour market.

For participants, this employer focused approach means opportunities that are realistic, suitable and sustainable - roles that match their skills, interests and circumstances, rather than a one size fits all solution.

## Continued support beyond the first day

What sets Connect to Work apart is the support that continues once someone starts work. Participants can access in work support, helping them to transition successfully into their new role.

This ongoing support can include regular check ins, help with settling into the workplace, advice on managing routines and expectations and support to address any challenges that arise early on. By working alongside participants and employers during this crucial adjustment period, the programme helps build confidence, improve job retention and lay the foundations for long term success.

Julie Graham, Employment CEO, commented: "We know that entering work is a big step, and no two journeys are the same. Through Connect to Work in Lancashire, we're working in partnership to remove barriers, provide ongoing help and make sure people feel supported every step of the way - from first engagement through to settling confidently into their new role."

## A positive impact for Lancashire

The launch of Connect to Work in Lancashire represents a significant step forward in supporting people with health conditions or disabilities into employment while supporting businesses to see the benefits of becoming inclusive employers. Through collaboration, inclusive recruitment and sustained in work support, the programme aims to create positive outcomes not just for individuals, but for businesses and communities across Lancashire.



Scan to learn more about Connect to Work Lancashire

# THE FIRST STEP JAGO ALMOST DIDN'T TAKE

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**Before attending the Restart Scheme RISE residential experience in the autumn of 2025, Jago's life was stilted by things he'd never done.**

Aged 22, he'd never stayed away from home before, never started a conversation with someone new, and had certainly never been out on open water or climbed a bouldering wall. He almost didn't get on the bus for what turned out to be the trip of a lifetime but now he's in

work, progressing, and has ambitions of running his own pub by the time he's 30.

"No one wants a shy bartender," he jokes. "I don't have to wait for other people to talk to me now, I can start the conversation. That first-step awkwardness has gone."

Today, Jago works for a Manchester brewery company and is training at a pub in Denton. It's a huge step on from the Jago who, with a fear of water, heights, and meeting new people, threw himself bravely into five days away with 50 other 18-24 year-old Restart Scheme

participants at Laches Wood Outdoor Education Centre. Run by Ingeus, the RISE residential pilot aimed to inspire and empower young jobseekers with confidence-boosting, team building, and employment-enhancing activities, combining outdoor pursuits with practical work and life skills.

Jago had struggled to find work after completing college and working in temporary, part-time roles. Referred to the Restart Scheme, delivered by Ingeus in Manchester, he says that from the front desk onwards, the friendly staff helped boost his confidence

in meeting new people – enough to help him apply for a RISE residential place and step onto the bus.

“I’ve always really struggled with social anxiety and was so nervous that I was close to not going,” says Jago, from Mossley. “I’m so glad that I did. I sat next to another participant on the bus and we got chatting, then I knew it would all be OK. Talking to people my own age really helped, and we encouraged each other to do things we’d never tried before. I loved going canoeing and was chuffed to come home with a first aid qualification too.”

Despite his new-found skills and confidence, Jago faced a further hurdle when he was diagnosed with epilepsy.

“It hit me hard,” says Jago, “but I am managing my condition with medication now. I can’t work in safety-critical roles but I feel like I’ve found my fit at the brewery.”



Scan to learn more about the Restart Scheme



**Before, I would clam up in interviews and make up stupid excuses not to do things, but when I went for my interview after RISE, everything just clicked. I’m ambitious to move into hospitality management and am looking to the future. I feel I’ve got genuine prospects here and would love to run my own bar – never say never!”**

Jago, Restart Scheme Participant



# YORI ADDS VALUE WORLDWIDE

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**Believe in Everyone is an Ingeus value that sits particularly close to HR People Partner Yori's heart. It's a sentiment she says she benefited from when she joined Ingeus two years ago. It's also one she reflects in her everyday life here in the UK, and with the charity she founded and tirelessly volunteers for supporting schoolgirls in Nigeria.**

A nurse by trade, Yori diversified into wellbeing and functional assessor roles before she was made redundant and spotted the HR vacancy for Ingeus' Health Assessment Advisory Service in 2024. Delighted that Ingeus believed in her career switching mix of skills, she's since gone from strength to strength. Her busy role now sees her support and upskill 17 Ingeus managers, while

also studying a Level 5 CIPD Apprenticeship, funded and facilitated by Ingeus.

"I like to see people improve their skills and help them reach their full potential," says Yori, who is 34 and lives with her family in Dartford. "I'm passionate about what I do and I'm passionate about Ingeus. They believe in me. I simply couldn't work somewhere that didn't try its very best to live up to

its values or didn't have an ethical core."

Yori is a committed Christian and along with teaching Sunday school, mentoring young people at her local church, attending five gym visits a week, and enjoying family time with her husband and young son, you'd be forgiven for thinking her time is fully booked... wrong. Since 2021, she's also been dedicated to the charity she

founded along with her mum in Nigeria: the Five Seeds.

Beginning as a lifeline for five destitute children, the Five Seeds Charity has grown to provide disadvantaged Nigerian children with access to education through grants, scholarships, and stipends. Money raised covers school expenses, food, housing and emergency healthcare needs, as well as supporting specific Nigerian orphanages.

In 2026, Yori hopes to raise in excess of £2,500 to fund 20 girls' scholarships.

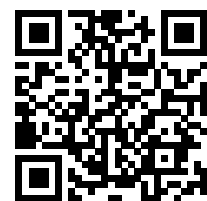
"My mum lives in Nigeria and is very active in the local community," explains Yori,

who made the 3,000 mile journey to visit some of the charity's beneficiaries in 2025. "I utilise my mum's network, and mine here in the UK to fundraise.

"My Ingeus manager has given me some fundraising tips and next month me and 15 friends and colleagues are completing a sponsored step challenge – Planting Every Step – to walk the equivalent distance to Nigeria.

"I believe in serving and caring. I love my work, my family life, and my church – even my studies! I realise that life is very different in Nigeria, without the supportive

systems we have here in the UK. For some of those children, no one believes in them. With a little care and respect they have the opportunity to grow and build a different future. So I never mind working hard or taking the next step to help them."



Scan to learn more about the Five Seeds Charity



**Visiting Nigeria last year, I used my Ingeus volunteering days to attend the school where some of our charity's students study. I attended a scholarship ceremony where I was lucky enough to make a speech, meet the children, their parents, and teachers. It was incredibly moving."**

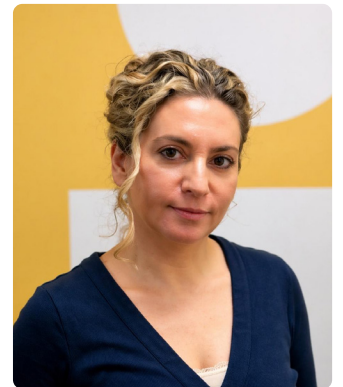
Yori, HR Health Assessment Advisory Service



**FIVE SEEDS  
CHARITY**

# BUILDING TEAM MENTAL FITNESS

**As part of Stress Awareness Month in April, Miriam Mintz, Clinical Supervision Manager at Able Futures, shares practical insights on how employers can move from mental health awareness to building lasting mental fitness at work.**



## **Get the basics right**

Resilience begins with the fundamentals. If someone isn't sleeping well, eating properly, staying hydrated or moving their body, they're not going to feel well. These are always the first things we check with Able Futures' participants. Employers can support this by modelling realistic expectations, encouraging breaks, and

making wellbeing a normal part of everyday conversation rather than an add-on.

Having clear HR policies in place, including the willingness to make reasonable adjustments to aid people's working lives, will also give colleagues' clarity of expectations and show your door is open when needed.

## **Build psychological safety**

People can only ask for help if they feel comfortable doing so. Think check-ins, not check lists; genuine curiosity about how people are coping, not just whether they're delivering. If someone's behaviour changes, approach it human first and ask: "What's going on? Is there anything I can do to support?"

rather than jumping straight to performance management.

### **Spot the early signs**

You don't need clinical training to notice when someone is struggling. Look for withdrawal, uncharacteristic mistakes, emotional reactions, increased sick days, reduced reliability, or changes in communication. These shifts often appear long before someone reaches burnout and allow for preventative strategies before a cure is needed.

### **Help people focus on what they can control**

One of the tools we suggest to Able Futures' participants involves circles of control. Identifying what's within your control to influence, and what sits beyond your scope. This helps people move from overwhelm to action. When it feels like an uncontrolled wave is crashing over you, breaking down issues into manageable pieces and developing even simple first steps to face them can restore a sense of agency and control.

### **Communicate clearly**

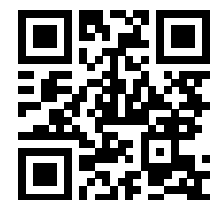
In an uncertain world, anchor people with clear expectations and information.

People need to understand their responsibilities, their role, and where to access help. You may not have all the answers but having an authentic, transparent approach and keeping people updated on business news and next steps creates predictability and engenders trust.

### **Signpost to support**

Small and Medium-sized Enterprises (SMEs) do not have infinite resources, nor can employers fix everything for their staff. However, knowing what help is available to your industry sector or in your geographic area is an easy win. Build a support directory and communicate it freely to your teams.

Resilience isn't about expecting people to toughen up. It's about creating the conditions where people can not only cope but adapt and thrive and SMEs are perfectly placed to do this through every day, human-centred leadership.



**Scan to find out more about Able Futures mental health support**

# Getting to know you...



This month we stopped to take a minute to find out more about Yasmin Tanveer and her role at Ingeus.



## Yasmin Tanveer

Local Integration Lead

"I'm a Local Integration Lead in the West Midlands, working on the Restart Scheme across our Birmingham and Dudley centres. I joined Ingeus in July 2024, bringing with me over 18 years' experience in welfare to work, having started my career as a Further Education tutor at a local college.

My role is built on partnership, working closely with Jobcentre Plus, training and support providers to ensure participants receive the right support at the right time. I love working at Ingeus, where supportive teams come together to enable better lives."

We asked Yasmin to answer life's essential 'this or that' questions:

**Coffee or tea?**

Neither - water

**Early bird or night owl?**

Night owl

**Book or movie?**

Movie

**Pizza or pasta?**

Pasta

**Sunrise or sunset?**

Sunrise

**Comedy or drama?**

Drama

**Singing or dancing?**

I love both, especially when no one can see or hear me!

**Cats or dogs?**

Cats

**Summer holiday or winter holiday?**

Summer holidays

**Chocolate or vanilla?**

Vanilla