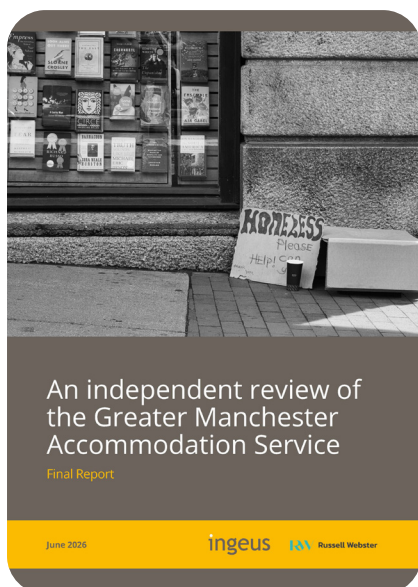


Independent review highlights impact of Greater Manchester Accommodation Service



Our latest Justice evaluation report examines accommodation services in Greater Manchester.

Ingeus commissioned independent expert, Russell Webster, to undertake a review of the Greater Manchester Integrated Rehabilitative Services

(GMIRS) Accommodation Service, delivered on behalf of the Greater Manchester Combined Authority (GMCA) since November 2021. The service supports people on probation and those leaving custody to secure and sustain accommodation, helping to prevent homelessness and support successful transitions into the community.

The independent review explores service delivery, activities, outputs, outcomes and feedback from staff, stakeholders and service users. It highlights how the service has evolved to meet increasing demand, supporting more than 10,000 individuals and helping over 5,600 people secure accommodation across Greater Manchester.

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Matthew Barrow Restart Scheme case study

The report found that the service achieved positive accommodation outcomes in more than 80% of cases where an outcome was known, with nearly 75% of service users securing permanent accommodation.

It also recognised the role of strong partnership working, with Ingeus teams collaborating closely with probation services, local authorities, housing providers and community organisations to help people overcome complex barriers to stable housing.

Through a holistic approach, the service not only supports people to find accommodation but also helps them access wider support including employment, health, wellbeing and community services, creating stronger foundations for long-term stability and independence.



INGEUS RECOGNISED BY LIVERPOOL CITY REGION FAIR EMPLOYMENT CHARTER

We're proud to have achieved accreditation through the Liverpool City Region Fair Employment Charter.

Recognising our commitment to creating a workplace where colleagues feel supported, included and empowered to succeed.

The Charter recognises employers demonstrating strong employment practices across four areas: Healthy, Fair, Inclusive and Just. Our assessment highlighted colleague wellbeing initiatives, flexible and hybrid working, workplace adjustments, wellbeing support, our

status as a Real Living Wage Employer, and our commitment to providing secure employment opportunities. It also recognised our investment in equality, diversity and inclusion, alongside learning and development opportunities including training, apprenticeships and leadership development.

This achievement reflects our commitment to being a responsible, inclusive and

people-focused employer, helping colleagues thrive so they can continue making a positive difference in the communities we serve.



ROSS PAVES THE WAY AT BELLWAY HOMES

After a successful summer internship progressed into a part-time job alongside his university studies, Ross feels truly at home with the customer care team at Bellway Homes.



Through the Change 100 mentoring and internship scheme, he has grown in confidence, developed valuable workplace skills and paved the way for future interns to join the leading housebuilder.

Ross, 22, from South Lanarkshire, applied to Change 100 after being attracted by the bespoke support available for people with disabilities and health conditions. Living with OCD and anxiety, he wanted to find opportunities that would build his confidence and resilience while studying History, Politics and International Relations at Strathclyde University.

"I wanted something worthwhile to do in my long summer break and the Change 100 programme offered practical and understanding support

with connections to local employers for paid internships," says Ross.

After a successful application process, Ross joined Bellway Homes' customer care team in June 2025, overseeing customer satisfaction surveys, a key part of maintaining the company's five-star builder status. His strong work ethic, attention to detail and positive attitude impressed the team so much that his placement was extended into a part-time role during his final university year.

"The Bellway team is the friendliest I've met in any workplace," Ross says. "I was so happy to stay on. It was validation that I'd done a good job and contributed to the team. I gained a lot of confidence and feel comfortable talking to people now."

Ross also benefited from Change 100's professional development opportunities and is now taking the next step towards his ambition of becoming a teacher, starting a postgraduate teaching diploma this autumn.

Change 100 is delivered by Ability Pathways CiC, a not-for-profit enterprise led by Ingeus, helping talented students and graduates with disabilities access career development opportunities and paid internships.



MAKING AN IMPACT WITH YOUTH VOICE

At just 19, Ingeus Youth Voice Ambassador Sameen Baqa is already building an impressive future.

Born in Pakistan and raised in London, she is studying Economics at the University of York and is on track for a First-class degree. Alongside her studies, she holds several leadership roles, including Module Lead for the Private Credit curriculum at Career26, Vice President of the Women in Economics Society, and Treasurer of her college.

“

“Youth Voice has given me a genuine platform to make an impact alongside other young people, rather than just building experience for myself,”

Sameen, Youth Voice Ambassador

While Sameen is passionate about finance, she also has a strong interest in public policy and graduate employment.

She closely follows financial markets and current affairs and hopes to use her knowledge to create positive change.

“I was building a lot of skills and experience through university, but I didn’t yet have a route to make an impact outside of that world,” she says. “I wanted to be part of something bigger than my own CV-building and actually contribute to an organisation making a difference.”

She discovered Ingeus Youth Voice on LinkedIn and quickly embraced the opportunity. Youth Voice Ambassadors work together to share their views, influence services and help shape initiatives that support young people.

One of the most rewarding aspects of her involvement has been completing Mental Health First Aid training.

She has also attended regular Youth Voice meetings, quarterly events and the Plug Summit, all of which

have helped strengthen her communication, confidence and collaboration skills.

Looking ahead, Sameen hopes to combine a successful career in finance with work that benefits others. She also encourages young people to seek opportunities beyond education, such as volunteering and youth programmes.

Her advice to aspiring Youth Voice Ambassadors is simple: “Go for it.”

“If there’s one message I’d want readers to take away, it’s that you don’t have to wait until you’ve ‘made it’ to start making a difference.”



Scan the QR code to find out more about Youth Voice



HOLLOWAY SPARKING CONVERSATIONS ACROSS THE COUNTRY

We’re proud to be bringing partners, practitioners and people with lived experience together through Regional screenings of the acclaimed documentary Holloway.

Following events in the North East, Yorkshire and the Humber, and East Midlands, we’ll continue the programme in Greater Manchester, the West Midlands and South Central this September.

The film follows six women as they return to the now-abandoned Holloway Prison to reflect on experiences of trauma, resilience, recovery and healing. While deeply personal, their stories shine a light on the wider challenges facing many women in contact with the justice system and the importance of understanding the whole person behind the label.

Each screening has brought together colleagues and partners from justice, health, housing, employment, local

government, the voluntary sector and lived experience to reflect on what these stories mean in their local communities. One theme has emerged consistently: the challenges many women face rarely sit within a single service, making strong partnerships and joined-up support essential.

As the events continue, we’re looking forward to building on these conversations and strengthening the partnerships that help create better outcomes for women, families and communities.



Scan the QR code to see Carrie Peters’ latest blog

DARRYN FINDS A HOME AT INGEUS

TW: This story contains references to addiction, homelessness and attempted suicide.

Darryn's determination to create a brighter future for his daughter has been the driving force behind his rehabilitation. Having overcome more than 20 years of drug and alcohol addiction, homelessness and multiple prison sentences, he is now using his experience to support others as an Ingeus peer mentor.

Now 36, Darryn grew up in Scotland and experienced significant challenges from a young age. Living with ADHD, he struggled at school and later received numerous community sentences and prison terms linked to drug and alcohol misuse. Following the breakdown of a relationship, he reached his lowest point, experiencing homelessness and ultimately returning to prison.

When he was due for release, Darryn had no home to return to. His substance misuse worker contacted the Ingeus accommodation team,

who secured him a room in a local Integrated Offender Management House. With stable accommodation and support to access benefits, Darryn was able to engage fully with probation services and quickly secure a flat of his own.

Recognising his progress, Ingeus recommended Darryn for the Peer Mentor Academy, a structured training and volunteering programme for people with lived experience of the criminal justice system.

"I'd volunteered as a listener in prison and really enjoyed helping other people," says Darryn, who has been an Ingeus peer mentor since 2025. "I work alongside Ingeus staff, running accommodation workshops for people with similar pasts to me. I share my story, my struggles with homelessness and addiction, and people can connect. They trust me because they know I understand what they're



going through."

Today, Darryn helps people access benefits, arrange property viewings and navigate the challenges of finding stable accommodation.

"We do anything we can to help," he says. "I remember that revolving door of reoffending all too well and want to give hope to people in the same situation."

Now sober for 15 months, Darryn lives near his mum and seven-year-old daughter, whom he sees every other weekend.

"My aims are simple," he says. "To stay sober, make my wee girl proud and keep helping others."

BEYOND CONVERSATION TO CHANGE

Reflections from the Women's Whole System Approach Event By Katie Guest, Partnership Manager and Regional Development Lead

I recently attended the Women's Whole System Approach Event at Leeds Beckett University, which brought together organisations from across the criminal justice, health, housing and voluntary sectors, alongside women with lived experience. The event created a valuable space for honest conversations about how we can better support women who come into contact with the criminal justice system.

One message stood out throughout the day: we need to intervene earlier, work together more effectively, and ensure women have a meaningful voice in shaping the services designed to support them. Women shared candid accounts of navigating multiple services, feeling unheard and struggling to trust systems

that often felt fragmented and disconnected.

Many described missed opportunities for early intervention, with support only becoming available once they had reached crisis point.

The event also reinforced the complexity of the challenges many women face. Trauma, poor mental health, substance misuse, domestic abuse, housing instability and financial hardship rarely exist in isolation. These interconnected issues cannot be addressed by a single organisation, making partnership working and joined-up support essential.

Another powerful discussion focused on the role of lived experience in service design. The insights shared highlighted gaps and opportunities that data alone could never reveal,



while also recognising the importance of ensuring people's contributions lead to meaningful action rather than becoming a tick-box exercise.

These reflections have direct relevance to our work at Ingeus, reinforcing the importance of person-centred support, strong partnerships and early intervention. Most importantly, they remind us that meaningful change happens when organisations listen, collaborate and turn insight into action.

FROM BEIGE TO BOLD

HOW A PROSTHETIC LEG TAUGHT ME ABOUT PRIDE

Jason Diederich, Transformation Director for Health Assessment Advisory Service, reflects on...

How a simple change to his prosthetic leg sparked greater confidence, self-acceptance and a deeper appreciation of what it means to show up authentically.

Disability Pride is about more than visibility. It's about challenging stereotypes, building understanding and recognising the strengths and perspectives people with disabilities bring to our communities and workplaces.

Sometimes the smallest changes create the biggest impact. For me, it wasn't a life-changing speech or dramatic turning point. It was a leg. More specifically, a cover for a prosthetic leg.

I was born without muscles below my knee and, at age 10, had my right leg amputated so I could use a prosthesis. For most of my

life, that leg was covered in beige plastic designed to look as much like a "real" leg as possible. It did its job quietly, and that's how I treated my disability too.

It wasn't hidden or denied, but it wasn't celebrated either.

Then, in 2018, my prosthetist suggested something different: a custom cover. I chose a bold blue-and-gold design with a futuristic feel. Somehow, that changed everything.

The first thing I noticed was how other people responded. Strangers commented positively. One person stopped me at traffic lights and said, "Mate, I love that. I love the way you own that."

For the first time, I wasn't trying to blend my disability



into the background. I was embracing it.



"If there's one thing I've learned, it's this: pride is contagious.

When you show up as your full self, it gives others permission to do the same. And when enough of us do that, we don't just change perceptions.

We change culture."

Jason, Transformation Director for Health Assessment Advisory Service

That shift changed interactions with others too. Kids would naturally stare, but instead of being hurried away, parents often encouraged questions. Turning curiosity into understanding instead of awkwardness into avoidance.

Not bad for a bit of colourful plastic.

Around the same time, I attended a conference in Australia. New to the disability sector and feeling slightly out of my depth, I wore shorts that made my

prosthetic cover impossible to miss.

Something unexpected happened: people assumed I knew what I was talking about. For the first time, my disability seemed to add to my credibility rather than detract from it. It challenged a belief I'd never really questioned, that disability was something negative.

The more comfortable I became with my disability, the more I realised I wanted to embrace all aspects of who I am. For me, that included

coming out as a gay man at 48.

Like Disability Pride, it wasn't about a label. It was about freedom: the freedom to be open, authentic and unapologetically myself.

It's about moving from "this is something I have" to "this is part of who I am, and I'm proud of it". It's about challenging the idea that disability is something to minimise, hide or apologise for.



PINK, PROUD AND PRETTY MUDDY

Creating positive impact extends beyond the services we deliver.

It's also about supporting our communities, championing important causes and coming together to make a difference. Our teams across Greater Manchester have been doing just that through a range of fundraising and awareness-raising activities in support of cancer charities.

In Stockport, colleagues dressed in pink to raise funds and awareness for Breast Cancer Now and CoppaFeel!

The event encouraged open conversations about breast cancer, featured inspiring guest speakers and helped raise awareness of the importance of early detection and support. Information and resources from the event will now be shared through local women's centres and HMP Styal, helping these messages reach even more people in the community.

Meanwhile, our Restart Scheme team in Bolton took on Cancer Research UK's Pretty Muddy 5K, raising more than £2,500, five times their original fundraising target. Together, these initiatives demonstrate the many ways our people give back through fundraising, awareness-raising and community support.

Well done to everyone involved!

MATTHEW RINGS UP A NEW START

Personalised support can make a meaningful difference for young people navigating a tough job market, and 21-year-old Matthew from Stockport is proof.

After struggling with the “no experience” barrier faced by many jobseekers, he gained the tools and confidence needed to secure work in just four Restart Scheme appointments. Today, he is thriving as a Customer Advisor for a major DIY retailer.

After completing a BTEC Level 3 Extended Diploma in Uniform Protective Services and gaining voluntary experience as a cashier for a cancer charity, Matthew found it difficult to gain a foothold in the job market.

“When I was applying for jobs, I’d never hear back,” Matthew says. “It makes you think, ‘Have I done something wrong?’ It’s really disheartening.”

Although he secured a temporary retail role over Christmas, the position ended earlier this year. With ambitions to join the police or armed forces, Matthew felt stuck and uncertain about his next steps. A referral from his Jobcentre Plus Work Coach introduced him to the Restart Scheme in Stockport, where he met Restart Advisor Doud. Through tailored guidance, Doud helped him refresh his CV, strengthen his interview skills and explore a wider range of opportunities.

“With each appointment, I started to feel more positive and believed again that I could take on the challenges life throws at me,” Matthew explains.

Armed with renewed confidence and practical



support, Matthew secured a Customer Advisor role and is already receiving praise from both customers and colleagues.



“I received all the support I needed from the Restart Scheme to get back into work quickly.”

“The support, encouragement and guidance helped me return to employment and feel positive about my future again.”

Matthew, Restart Scheme Participant

SUPPORTING NEW BEGINNINGS

**The role of an Accommodation Advisor
By Claire Oldham, Accommodation Advisor in Greater Manchester.**



Finding safe and stable accommodation can be one of the biggest challenges for people leaving custody or Approved Premises. As an Accommodation Advisor, my role is to provide compassionate, person-centred support that helps individuals overcome housing barriers and build a pathway towards independent living.

Every person’s journey is different, which is why tailored face-to-face support sessions is led by individual circumstances, needs, and aspirations. I work alongside them to explore suitable housing options and help them navigate often complex housing systems.

Working together with local partners

Successful housing outcomes are rarely achieved in isolation. A key part of my role involves developing strong partnerships with organisations across Wigan

and the surrounding areas to ensure people receive holistic support. Some of the key partnerships we work with include Wigan Council Homeless Team, Homelessness Clinics pilot projects, Rebuild With Hope, Work Well, Greggs Foundation initiatives, Greater Manchester Police and many more.

These partnerships enable individuals to access support that goes beyond housing alone, including employment advice, wellbeing services, financial guidance, substance misuse support, volunteering opportunities, and community engagement initiatives.

Creating opportunities through housing events

Housing-focused events have become an invaluable way of bringing services together and making support more accessible for people under probation supervision.

The Housing and Work Well Event held at Atherton Probation Office in June demonstrated the positive impact of providing individuals with direct access to multiple agencies and support services in one location, removing barriers to engagement and helping people address a range of issues more quickly.

By creating opportunities for people to engage directly with housing providers, employers, support organisations, and community services, these events help individuals take positive steps towards stability and independence.

Every successful housing outcome represents more than just a tenancy, it represents a fresh start, renewed hope, and a chance for lasting positive change.



Getting to know you...

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



Leamarie Woolley

Employment Advisor

"I'm an Employment Advisor on Jobs Guarantee, supporting young people aged 18–21 to take their next step into work. My role involves getting to know each young person, understanding their goals and any barriers they're facing, then helping them prepare for interviews,

build their confidence and settle into employment. We have a really supportive team who all bring different strengths, and that makes a big difference. The best part of my job is seeing a young person grow in confidence and achieve something they didn't think was possible."

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

Coffee or tea?

Coffee, especially iced.

Early bird or night owl?

Night owl

Book or movie?

Book

Pizza or pasta?

Pasta

Sunrise or sunset?

Sunset

Comedy or drama?

Comedy

Singing or dancing?

Singing

Cats or dogs?

Dogs

Summer holiday or winter holiday?

Winter holiday

Chocolate or vanilla?

Chocolate