

Employability Day



Employability Day took place on Friday 26th June - a national celebration of employment support and skills provision across the UK created by the Employment Related Services Association (ERSA). It aims to shine a spotlight on the organisations, employers, partners and practitioners helping people overcome barriers, develop skills and move towards sustainable employment.

This year's theme, 'We Get Britain Working', highlighted the collective impact of local action in creating opportunities and changing lives.

Ingeus teams brought together employers, stakeholders, partners and participants to demonstrate how tailored support, strong partnerships and local engagement help people take meaningful steps towards work.

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Highlights included a visit from Councillor Amer Agha, Mayor of Brent, to a centre open day where participants took part in mock interviews and received practical job search and interview support from local providers.

In North Yorkshire, the Connect to Work team welcomed members of the local community to a coffee morning, providing an opportunity to learn more about the programme and the support available.

Our Restart Scheme team in Islington partnered with Populi to deliver a Re-Charge workshop for participants,

focusing on the importance of routine, wellbeing and sleep in achieving employment goals.

Meanwhile, the team in Tameside hosted events connecting people with opportunities in teaching assistant, care and retail roles, helping participants better understand local vacancies and career pathways.

Workshops were also strengthened by the involvement of partners including Momentic, Saira Hospitality and Smart Works, who shared expertise and provided practical support to participants as they progressed towards employment.

DORNAN GROUP WAKES UP TO WELLBEING

Feeling well rested is an important start to anybody’s workday especially for people working in safety-critical environments

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Where energy, concentration and decision-making are essential.

Recognising the impact sleep has on wellbeing, safety and performance, international engineering firm Dornan Group took action after an internal survey highlighted employee concerns around sleep and recovery.

A chance networking conversation between Dornan’s Head of Wellbeing, Magdalena Widawska, and CiC Wellbeing Workplace Mental Health Specialist, Claire Neal, led to the development of a tailored Healthy Sleep Programme.

Delivered as part of Dornan’s annual wellbeing programme, the initiative brought together employees for a group coaching session led by an occupational psychologist. Designed around the realities of the engineering and construction sector, the session addressed challenges such as irregular working hours, remote sites and international travel, while also exploring self-care, parenting responsibilities and relaxation techniques.

Participants shared experiences, discussed practical strategies and set personal goals to test over a two-week period. Follow-up reflection sessions

and a sleep workbook helped reinforce learning and encourage long-term behaviour change.

“There was high demand for places and feedback from participants was very positive,” says Magdalena. “It offered practical and professional input that engaged the whole team. The format helped participants realise they weren’t alone and boosted motivation to achieve their goals.”

The programme delivered measurable results, including a 27% increase in daily energy levels, an 18% improvement in positive mood, a 13% reduction in stress levels and an 8% improvement in sleep quality.

For Dornan, investing in employee wellbeing is central to its commitment to delivering projects safely and effectively. The organisation continues to expand its wellbeing offering, guided by regular employee feedback and a focus on meaningful support.

“From the start, I felt Claire understood and shared my passion for finding meaningful solutions,” adds Magdalena. “I valued the expertise and collaborative approach CiC Wellbeing offered. We are seeing increased awareness of

mental health and self-care, and I hope to repeat the sleep programme and explore further wellbeing support in the future.”

“Sleep isn’t just a personal wellbeing issue anymore, it’s a safety, performance and mental health issue. Supporting good sleep routines and fatigue management is just as important as managing workload, particularly in construction-related industries.”

Claire Neal, CiC Wellbeing Workplace Mental Health Specialist

Scan to learn more about other wellbeing services offered

SUPPORTING MEN'S HEALTH WEEK

Marc joined Ingeus' justice services after working in custody and probation

He now supports People on Probation (PoPs) in Leicester and Leicestershire through the Health Trainer programme.

The service helps people access healthcare, attend appointments and make positive lifestyle changes to improve their wellbeing.

For Marc, Men's Health Week is an important reminder that health is about more than physical fitness.

"We know mental and physical health are closely linked. Add in the pressures of work, finances and family responsibilities, and it's easy to put your own wellbeing last," he says.

Marc has seen first-hand how isolation can affect health outcomes. A key part of the Health Trainer role is helping people rebuild connections, whether through accessing local services, attending appointments or simply

having someone who listens without judgement.

"Communication is such a big part of what we do. For men in particular, talking openly about health can still feel difficult."

Marc also prioritises his own wellbeing. For the past 10 years he has played football with a group of men every Sunday evening.

"It's not just about the physical activity. The social connection makes a huge difference. As a man in my 50s, the enjoyment, camaraderie and sense of belonging keep me coming back week after week."

Earlier this year, that football group led to an unexpected opportunity to play at Wembley Stadium through the FA's Just Play programme, which celebrates community involvement through recreational football.



Reflecting on the experience, Marc says the biggest lesson was the importance of communication.

"When we clearly express what we need and others understand and act on that communication, everyone benefits. That applies both on and off the pitch."

This Men's Health Week, Marc believes the message is simple: connection and communication matter.

"Taking that first step to connect, ask for support or start a conversation can make a real difference, not just for individuals but for stronger, healthier communities too."



Scan the QR code to learn more about our Health Trainer services

MARYAM'S MADE FOR MAYFAIR

From cooking, reading and oriental dancing to studying, mentoring and volunteering,



Full-time mum turned hotel receptionist Maryam has always embraced new opportunities.

While raising her two daughters, one of whom has a disability, she continued to learn and grow. Yet when it came to finding work, self-doubt overshadowed her many talents. It took the support of her Restart Advisor and a new Ingeus hospitality partnership to help her see her potential.

Maryam moved from Iraq to London with her husband in 2011. During a career break to raise her family, she completed conversion courses to top up her Iraqi qualifications to Master's degree level, became a student peer mentor and volunteered in a charity shop. Despite these achievements, more than a decade away from employment had affected her confidence.

"I felt like I'd been away from the working world for too

long. I really doubted myself," says Maryam, who joined the Restart Scheme in summer 2025.

Delivered by Ingeus across Central and West London, the Restart Scheme supports unemployed people back into work. Maryam was paired with Advisor Dean, whom she describes as "one of the most amazing people".

"Dean did everything he could to help me. He saw something in me and he is the reason I'm where I am today."

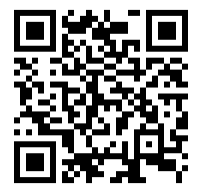
Dean helped Maryam build her confidence, strengthen her CV and practise interview skills. He also recommended her for a programme developed by Ingeus and partner Saira Hospitality.

Saira identifies and develops people with natural hospitality skills, working with recruiting London hotels. After completing an immersion day, personal development sessions and

work experience, Maryam interviewed for a receptionist role at the prestigious COMO Metropolitan London in Mayfair. She impressed immediately and has since completed her probation period.

"This is such a great restart for me and I am so grateful for it," says Maryam. "Working in a five-star hotel means being proactive, helpful and welcoming. Hosting and greeting people is a large part of my Iraqi background."

"Aspects of my life have been very hard, but I've learned to be positive and appreciative of every opportunity. Dean, and this partnership, have changed my life."



Scan the QR code to watch Maryam's story

EAEF CONFERENCE

At this year's Employee Assistance European Forum (EAEF) Conference in Ljubljana, our wellbeing business, CiC Wellbeing

Played an active role in shaping conversations around resilience, workplace wellbeing and the future of employee assistance services.

Kate Nowlan, Strategic Advisor at CiC Wellbeing, delivered a session on

organisational resilience, trauma support and the responsible use of emerging technologies, showcasing CiC Wellbeing's extensive experience supporting high-risk groups and highlighted the importance of specialist, clinically led interventions.



Her insights reinforced CiC Wellbeing's commitment to combining innovation with ethical, evidence-based practice to deliver wellbeing support that is safe, compassionate and effective.

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“The EAEF plays a crucial role in connecting our community and strengthening the impact of employee assistance across Europe. I'm honoured to step into the role of President and support the continued growth of the forum at such an important time for workplace wellbeing.”

Harry, Director of Global Specialist Services, and incoming EAEF President



Scan the QR code to find out more about CiC Wellbeing services

FIND YOUR FUTURE FEST

The Restart Scheme team in Manchester held Find Your Future Fest, an inspiring, high-energy event

Designed specifically for 18-25-year-olds. The goal? To move them closer to work.

A wide range of training providers, employability support organisations and employers were onsite, giving attendees access to real, practical next steps.

With many young people applying for jobs and not getting past the first stage, a face-to-face conversation with an employer really helped them understand how they could tailor their applications for the work that they are looking for.

The event was built around creating a youth friendly environment. Music from the resident DJ kept the atmosphere upbeat, add in interactive activities, and it was easy for attendees to get involved.

Careers fairs can often feel overwhelming, held in large rooms. Find Your Future Fest's approach, removed

this feeling and it was quickly possible to see the positive impact this had.

The event saw a strong turnout, with a steady flow of young people attending throughout the day. The mix of energy, accessibility and opportunity meant people stayed engaged.

Employers and providers also shared positive feedback, highlighting the value of meeting young people in an environment that encouraged positive conversations.

Malaika, 22, said: “I found it very enlightening, because there were lots of different opportunities available from different career backgrounds I didn't think of before. Like the Northwest Ambulance Service and then there was also Kings Trust as well. There was also lots of volunteering opportunities which was helpful.”

Lynn Lock, Managing Director at Unique & Special Projects



said of the event:

“Find Your Future Fest put young people at the heart of the day. The conversations that I had showed how much focus and determination the attendees had to find work. They spoke with optimism about the opportunities that were available to them on the day.”

“I spoke to over 20 people, and have since continued many of those conversations, taking them forward on my programme and I am confident that they will go on to have great careers.”

At its core, the event was about more than just job opportunities. It was about helping young people build confidence, understand their options and take practical steps towards employment.

DANE'S JOURNEY FROM INTERNSHIP TO GRADUATE TECHNOLOGIST

Being diagnosed with autism spectrum disorder as a child has, Dane says, shaped many of his experiences.

While studying computer science at university, the pandemic also took a toll on his mental health, leading him to take a two-year break from his studies. With no work experience but determined to build confidence and gain industry exposure, the now-24-year old turned to Change 100 for support.

Change 100 provides professional development and paid internships for disabled university students. After being introduced to the programme by the wellbeing team at the University of Birmingham during his

penultimate year of study, Dane attended workshops on disability disclosure and interview preparation before being selected alongside two other Change 100 candidates to join the Kainos team in Birmingham.

"During the process there was plenty of advice and help to prepare, and the interviews with both Change 100 and Kainos were very friendly," says Dane, who completed his 12 week paid internship in the summer of 2025.

His experience at Kainos, however, proved transformational.

"I met so many friendly people at Kainos," adds Dane, who lives in Walsall. "I got really involved in the social events, meals out, quizzes, even karaoke! The people are just great, I made some genuine friends."

"I was also provided with a work mentor and a people manager, just to talk to for any extra support. I enjoyed the experience so much that I've recommended Change 100 to a few friends since."

Based on the strong feedback Dane received during his internship, he was invited to return permanently upon the completion of his degree. Being offered a role as a Graduate Technologist was, he says, "the biggest thing I've ever achieved."

Danielle Keenan, Corporate Social Responsibility Manager at Kainos, oversees the organisation's Change 100 partnership. Since working together in 2022, six candidates, including Dane, have been offered roles with the digital transformation company, with two further placements agreed for 2026.

She said: "Dane has all the trademarks of a successful Change 100 candidate – super talented with a willingness to learn, but someone who might have struggled in a more traditional interview or assessment environment. We can't wait to welcome him back."

"The wraparound support provided by Change 100 to both us as a business, and the candidates we employ, means we can create the best possible experience and set people up for success. As a result, we've established a bespoke recruitment pathway and training programme for Change 100 candidates."

Dane adds: "Without Change 100 helping me find an internship tailored to my needs as a neurodivergent person, I would have struggled. They were my safety net and now I'm excited to jump back into working life at Kainos."



Scan the QR code to watch Dane's story



"I was given two weeks of training and learnt new programming languages and database management. I didn't imagine at first that I'd be given genuine projects to work on but gradually I was trusted to work independently. I even won a Kainos silver recognition award and £50 prize for one piece of work I handled."

Dane, Change 100 participant



RYAN DOES THINGS DIFFERENTLY WITH PRIDE

“I’ve never met anyone like you before” is a comment Ryan often hears in his role as a Recovery Navigator with the Ingeus Justice team in the North East.

Openly gay, outgoing and committed to being himself, Ryan uses his authenticity to help men on probation rebuild their lives.

“I speak to people at some of their most challenging times,” he says. “But I’m still just me. I love talking to people and helping people. If someone says something inappropriate, I don’t take it personally. I give them another chance and they almost always apologise. I also have great support from

my manager and team. If I’ve had a tough day, I go home and have a singalong to Celine Dion or Taylor Swift.”

Ryan joined Ingeus in 2025 after a secondment from a partner organisation. The move gave him the stability to buy his first home in Cleveland, where he lives with his growing vinyl collection and plans his next concert trip.

“I want to break a negative cycle for someone,” he says. “I try to be honest and

straightforward. Sometimes it’s the simple things that help, like taking someone for an ice cream and a walk along the coast. Getting people out of their usual environment can really open up conversations.”

Ryan believes introducing participants to new experiences can challenge perspectives. A trip to an exhibition of drag queen costumes proved a particular success, sparking curiosity and discussion. “I still get



messages from former participants thanking me for making a difference to their lives.”

That supportive approach is reflected in Ryan’s experience at Ingeus. Alongside his role in the Dependency and Recovery team, he is an active member of the company’s LGBTQIA+ employee forum.

“My manager put up a Pride flag and it’s now a permanent fixture in the office. I really value the employee forum because it’s a safe space

where people can ask questions, share experiences and learn from each other. I’ve made genuine friends through my team and the group.”

Having spent five years travelling and working across Australia, Ryan says his sense of adventure has found a new outlet at Ingeus.

“I’m trusted to make a difference in people’s lives and that’s incredibly rewarding. I’ve had opportunities to coach

colleagues, mentor new starters and work across different regions. There are so many opportunities to grow at Ingeus.”



Scan the QR code to find out more about career opportunities at Ingeus

FUTURE EMPLOYMENT SUPPORT

Ingeus is preparing to participate in the Department for Work and Pensions’ (DWP) upcoming Future Employment Support (FES) procurement.

Ingeus is looking to connect with organisations that share our commitment to enabling better lives.

We are keen to collaborate with a broad and diverse range of organisations to help shape and deliver FES.

We welcome engagement from organisations of all sizes, structures and areas of expertise, including Small and Medium Enterprises (SMEs)

and Voluntary, Community and Social Enterprise (VCSE) organisations to engage with us.

We recognise the vital role these organisations play in delivering high-quality, responsive and impactful services that make a real difference in local communities.

FROM SERVICE TO SECOND CHANCES

When Susan steps into the Compass Centre education room at HMP Durham, she brings more than a session plan.

As a Wing Activities Facilitator for the CFO Evolution Programme, delivered by Ingeus, she brings empathy, experience and a belief that even the most complex lives can change.

Working in a recall prison, where people return to custody for breaching licence conditions rather than committing new offences, Susan supports individuals facing multiple challenges, including neurodiversity, homelessness, care experience and lifelong trauma. Her goal is simple: to offer practical tools, emotional insight and a sense of hope.

"The vast majority of them have really challenging stories," Susan explains. "Any bit of hope or motivation we can give is probably more

than they've had before."

Susan's ability to connect with participants is shaped by her own experiences. After a 26-year military career, she brought her passion for welfare and restorative work into civilian life. The skills she developed supporting victims, delivering intervention programmes and helping people rebuild after crisis now underpin her work at HMP Durham.

She leads workshops focused on future planning, confidence and prosocial skills, tailoring sessions to meet individual needs. Alongside structured learning, she runs wellbeing activities designed to build relationships and encourage participation.

Her approach is guided by



a simple philosophy: "When you treat someone as human, it helps them treat others as human too."

Susan's service came with personal challenges. She has been diagnosed twice with Post-Traumatic Stress Disorder (PTSD), first linked to childhood experiences and later following exposure to traumatic situations during military service, including operational work in Iraq.

After leaving the forces, she joined Ingeus in May 2025, attracted by CFO Evolution's creative and holistic approach to rehabilitation.

In the classroom, she uses art, metaphor and interactive techniques that support engagement, particularly for neurodiverse learners.

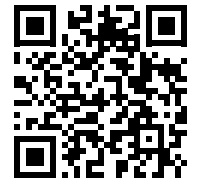
With Armed Forces Day and

PTSD Awareness Month recently highlighted in June, Susan is keen to recognise the resilience of veterans and those recovering from trauma.

"Service means dropping everything, going where you're told, and doing it with a smile," she says. "Armed

Forces Day recognises that sacrifice."

"Most people I've worked with want to do better," she says. "If you can help someone take even two steps forward, that might be two steps they never thought they could take. That's why I do this."



Scan the QR code to learn more about justice services

ABLE FUTURES INPUT TO MENTAL HEALTH REPORT

Able Futures contributed to Elsie Blundell MP's report on men's mental health, helping to bring frontline insight and practical experience into an important conversation.

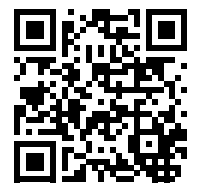
The report's findings reflect what we see every day through our work supporting people with their mental health in the workplace. Too often, individuals seek help only when challenges have escalated, rather than accessing support earlier when it can have the greatest impact. Understanding and addressing the barriers that prevent men from seeking support remains a key part of improving outcomes.

By sharing insights from our delivery teams, Able Futures helped inform discussions

around how mental health support can be made more accessible, relevant and effective for men. The report highlights the value of listening to lived experience and using real-world evidence to shape services that better meet people's needs.

It's encouraging to see policymakers, practitioners, employers and community organisations working together to build a clearer understanding of men's mental health and identify opportunities for improvement.

Collaboration is essential to creating services that respond to people's experiences and ensure support is available when and where it is needed most.



Scan the QR code to learn more about Able Futures

BUILDING COMMUNITIES TOGETHER IN LANCASHIRE

Since launching Connect to Work across Lancashire, our focus has been on becoming a trusted part of the communities we serve.

Through strong local relationships, community engagement and partnership working, we are helping people move towards employment while strengthening local support networks.

Community engagement is at the heart of our approach. Ingeus teams have been active across the county, attending job fairs, wellbeing events, neighbourhood meetings, local job clubs and digital inclusion sessions. These activities help us raise awareness of the

programme, meet people in familiar settings and connect with those who could benefit from tailored employment support. With 15 co-location and shared community spaces across Lancashire, we have established a visible and accessible local presence.

Partnership working is central to the programme's success. We collaborate with a wide range of organisations, including foodbanks, housing associations, employment and training providers, debt support services, community centres and local colleges.



Together, we provide holistic support that helps people overcome barriers and move closer to sustainable employment.

We are also developing strong relationships with NHS Primary Care Networks and social prescribing teams, helping to link employment support with wider health and wellbeing services.

Some of our partnership highlights include working with Pendle Council on digital inclusion initiatives, developing opportunities with Newground Together and

strengthening our network through collaboration with People of Pendle, Blackburn Alliance and Hyndburn CAN. In Ormskirk, the team has established a strong presence at Hope Street Café, a valued community hub supporting people with mental health challenges.

Our teams have also attended wellbeing events hosted by Accrington Jobcentre Plus, Active

Lancashire and the Pendle West Community Outreach Team, while representing Connect to Work at job fairs delivered by Pendle Council, Jobcentre Plus and Blackburn with Darwen Council.

Through these partnerships and community connections, Connect to Work is helping more people across Lancashire take positive steps towards employment and a brighter future.



Scan the QR code to learn more about Connect to Work support in Lancashire



Getting to know you...



Gareth Jeavons

Activity Facilitator,
CFO Activity Hub
Wolverhampton

This month we stopped to take a minute to find out more about our Gareth Jeavons, Activity Facilitator at Wolverhampton's CFO Activity Hub.

"I started my career as a Prison Officer before moving into the Wolverhampton Activity Hub as a Family Practitioner in 2021. After working with the Power2 Team alongside Police and Social Care supporting young people involved in county lines, I returned to the Hub in 2024 and secured my dream role as an Activity Facilitator.

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My role combines managing a caseload with delivering group and one-to-one interventions focused on confidence building, family relationships, wellbeing, accommodation, debt, and independent living. I also support community projects and charity initiatives that benefit local organisations across Wolverhampton.

I am passionate about supporting people to make positive changes and creating a welcoming environment where they feel comfortable asking for help. I was proud to receive the Ingeus Quarter Star Award 2026 and a Shannon Trust Award for my contribution to supporting participants with literacy challenges. Working alongside such a dedicated team in Wolverhampton is a privilege, and together we strive to make a lasting difference in people's lives."

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

Coffee or tea?

Tea, I can't function in the morning without my cuppa!

Early bird or night owl?

Early bird, I love hearing the birds first thing in the morning, feels like the rest of the world is still asleep.

Book or movie?

100% movies, I am a die-hard film fan, love horror, supernatural and a good action movie.

Pizza or pasta?

I do like pasta but love a good takeaway pizza.

Sunrise or sunset?

Sunrise, as a Wolverhampton Wanderers season ticket holder our club motto is "Out of Darkness, Cometh Light"

Comedy or drama?

I love a good comedy, Inbetweeners and Only Fools & Horses are a couple of my favourites.

Singing or dancing?

Singing, I have spent the last 25 years as a professional singer at weekends, I've appeared on TV, radio and podcasts. My daughter also has the bug and attends performing arts and has just got a lead role in 9-5 The Dolly Parton Show, so it's in the family.

Cats or dogs?

I love all animals, but I love dogs. I have a 12-year-old Parson Russell Terrier called Buster; he is amazing we all love him at home although he a little crazy!

Summer holiday or winter holiday?

Summer holidays with my family, love a beach resort Turkey or Cyprus and I love Florida too.

Chocolate or vanilla?

Love vanilla ice cream, Haagen Dazs praline and cream is delicious.