

Our social impact 2025



We're proud to present our Social Impact 2025, a reflection of the real, measurable difference we've made together throughout the year.

Over the course of the year, 492,796 people were helped to overcome barriers, seize new opportunities, and realise their full potential. Behind every number is a personal story of progress, someone gaining confidence, finding stability, or taking a meaningful step toward a better future.

Across our services, we have supported more than 27,700 unemployed people back into sustainable work, provided expert services for more than 35,000 people with their mental health needs, built better, safer communities by supporting over 28,700 people reintegrate into society upon leaving the criminal justice system. We're incredibly proud to be a driver for disability inclusion and have provided employability, wellbeing and youth services to over 7,600 people with a disability.

Our teams have played a vital role in making this possible, delivering major programmes, adapting quickly to changing societal needs, and championing new ways of thinking and working. But the true measure of our success lies in the lives transformed. From enhancing life and employability skills in Greater Manchester through the Health, Independence and Progression programme, to launching 11 CFO Evolution Activity Hubs that build resilience and provide practical support for people leaving prison across the UK, to helping young people kickstart their employment on the RISE (Ready, Inspired, Skilled & Employed) residential experience and introducing new tools for people with neurodiverse needs - we're enabling better lives at every stage of the journey.

Each milestone achieved, each breakthrough moment, and each story of renewed hope reflects our shared commitment to improving lives and creating lasting positive change.

Scan the QR code to read our Social Impact 2025:



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What's inside...

2



New Connect to work support

5



A fresh start with Departure Lounge

6



Spotlight on the Work and Health Programme

8



Kwesi finds more than just a workplace

CONNECT TO WORK

Funded by UK Government

NEW CONNECT TO WORK SUPPORT

Following the successful November launch of Connect to Work on behalf of the [South London Partnership](#), we are delighted to announce that Ingeus has been awarded new Connect to Work contracts in Lancashire. These wins further strengthen our commitment to empowering communities and supporting people experiencing economic inactivity.

From February we will begin delivering the programme on behalf of the Lancashire Combined County Authority across two contract areas, supporting more than 5,000 people across Blackburn with Darwen (with delivery support from our supply chain partner [The Growth Company](#)), Burnley, Hyndburn, Pendle, Rossendale and Ribble Valley. We will also be delivering in Chorley, Preston (supported by supply chain partner [Standguide](#)), South Ribble and West Lancashire.

Connect to Work is a voluntary, UK Government-funded programme designed to help disabled people, individuals with health conditions, and people facing complex barriers to move into and sustain

meaningful employment. The programme also supports individuals already in work who may be at risk of leaving their job, offering personalised guidance to help them remain in employment.

Participants receive tailored support including vocational profiling, employer engagement, job-finding assistance, and in-work coaching. Employers also benefit from guidance to promote successful onboarding, while participants exploring self-employment can access dedicated specialist support.

Find out more about Connect to Work [here](#).

Julie Graham, CEO of Employment Services, said:



“We’re proud to bring Connect to Work to Lancashire and delivery employment support to people who face challenges in finding or keeping employment. Connect to Work will enable participants to access tailored, one-to-one support and strong partnerships with local employers, giving them better opportunities to secure sustainable jobs within the region.”

GIVING YOUNG PEOPLE A VOICE

In 2025, the government renewed its commitment to lowering the voting age to 16 ahead of the next general election. For Ingeus Youth Voice Ambassador, Arshiya, it's a hugely positive move and an opportunity she would have jumped at as her interest in government and citizenship grew throughout senior school.



Now 19 and converting her passion into studying an International Politics degree, she's determined to play an active role in conversations that will shape her life, and those of other young people.

"I would watch the news but not see anyone similar to me," explains Arshiya, who comes from Romford and studies at City St George's, University of London. "Young people don't seem represented, and many are disinterested in politics, but the decisions of today are going to affect us massively going forward, more so than

the rest of the population.

"I'm not sure yet where my studies will lead me, perhaps into political journalism, but I know I want to influence the world around me, to tackle injustice and bridge divides."

That drive has seen Arshiya elected as her university course's student representative for the second year running, and to her joining Youth Voice in early 2025.

Ingeus Youth Voice Ambassadors actively contribute to both Ingeus and external initiatives to

engage and empower young people. In the past year alone, Arshiya has given her feedback on a government presentation of the National Youth Strategy; attended a residential programme with 15-17-year-olds at risk of becoming involved with crime; and attended the My Life My Say NextGen 2025 event at the Ministry of Sound.

"I've had the chance to present to policy makers and to spend time with people from very different backgrounds to myself. All young people are different but deep down we're

not as divided as it may appear. Everyone wants the same opportunities in life but just may not be given the chance.

"I am so grateful to Youth Voice for enabling me to participate in events like NextGen. It fed my passion for empowering young people and reinforced the fact that we are important. We shouldn't just sit and watch the

political world from the sidelines and being with other young people so determined to have a positive impact on the big issues we're facing is motivating me even more."

Find out more about Youth Voice

www.ingeus.co.uk/services/youth/youth-voice



Youth Voice is the most empowering position I've held yet. Being part of it is helping me prepare for life and work after education."

A FRESH START WITH DEPARTURE LOUNGE



By working closely with prison staff, probation partners, and community organisations, the team ensures people receive consistent, joined-up support that makes the transition from custody to community as smooth as possible.

James Foreman, Regional Manager for the East Midlands, said:

From February, Ingeus will be delivering the Departure Lounge at HMP Nottingham, a warm, welcoming space designed to support people in those crucial first hours after leaving prison.

The Departure Lounge provides immediate practical and emotional support, helping people step out of custody with more confidence and a clearer sense of what comes next. Whether it's sorting essentials, arranging transport, helping with important appointments, or simply offering a calm

moment to gather their thoughts, the service plays a key role in setting up a more positive return to the community.

The service will be led by Ingeus staff with lived experience of the criminal justice system, supported by Ingeus Peer Mentors, who use their own lived experience to guide and encourage others. Their empathy, understanding, and reassurance help create an environment where people feel genuinely supported.

"Leaving prison can be overwhelming, and the first few hours are critical in shaping someone's future. The Departure Lounge at HMP Nottingham provides a safe, supportive space where people can access practical help and reassurance from mentors who truly understand their rehabilitative journey."

The service will run until 1st February 2027. Learn more about our justice services at www.ingeus.co.uk/services/justice

SPOTLIGHT ON THE WORK AND HEALTH PROGRAMME

The Work and Health Programme (WHP) was the UK Government's flagship employment support initiative, created to help people with health conditions, disabilities, or those experiencing long-term unemployment to move closer to, and into, sustainable work.

Commissioned regionally by the Department for Work and Pensions, Greater Manchester Combined Authority and Central London Forward, the programme ran from 2017 to 2025, spanning eight years of delivery across some of the most diverse and economically complex labour markets in the country.

Throughout its lifespan, WHP aimed to break down barriers to work by offering tailored, person-centred support. This included health and wellbeing interventions, employability skills training, vocational development, and strong employer engagement to connect participants with real job opportunities. The programme's design encouraged collaboration across local systems, linking employment support with healthcare, skills providers and

community organisations to ensure a truly holistic approach.

Across the eight years of delivery, we played a central role in bringing the programme to life in communities across the West Midlands, Greater Manchester, Central London, the North East and the North West. Our teams combined deep understanding of local labour markets with personalised, strengths-based support, working closely with employers, voluntary sector partners, and local authorities to maximise each participant's potential. Through these partnerships, we helped thousands of people overcome challenges, build confidence, and access meaningful, lasting employment.

Our new WHP impact report brings together the story of



the programme, its successes, innovations, and the real difference it made to people's lives. From pioneering new approaches to integrated health and employment support, to forging local partnerships that strengthened community resilience, the report highlights the lessons learned and the positive legacy created across the regions we served.



Explore the full impact of WHP and the people it supported in our report. Scan the QR code to read the report.

NEW PILOT BOOSTS SUPPORT FOR MEN AFTER PRISON



Ingeus launched a new pilot initiative in Stoke-on-Trent, designed to provide vital support to men returning to the community following a recall to custody. Refocus and Reset builds on the success of Ingeus' in-custody peer support programme, delivered as part of the Personal Wellbeing (PWB) social inclusion pathway.

For the past year, Ingeus has delivered a group-based intervention across five West Midlands prisons – HMP Oakwood, Hewell, Birmingham, Featherstone, and Dovegate. Supported by trained peers with lived experience, the sessions have been delivered to more than 300 men each year, helping them to set positive goals, strengthen social connections, and access supportive networks proven to reduce the risk of reoffending.

Yet, with many recalls lasting as little as 14 days, some men are released before they can benefit from the programme. The new Stoke-based pilot has been developed to address this gap – ensuring more people receive the right help at the right time.

Refocus and Reset

Refocus and Reset offers small group sessions led by Ingeus advisors and wellbeing mentors, creating a safe and supportive space for men to reflect on their experience, reset their goals, and prepare for a positive future. Participants are encouraged to rebuild confidence, develop practical skills, and strengthen the personal networks that help prevent reoffending.

A step forward in rehabilitation

This initiative reflects Ingeus' commitment to innovation, inclusion, and rehabilitation. By extending support beyond

prison walls, Refocus and Reset ensures no one misses out on the opportunity to make positive changes. It provides a vital step towards reducing reoffending, strengthening communities, and enabling men to build a brighter future post-release.

Jeanette Williamson, Regional Manager for the West Midlands at Ingeus, said:

"We're delighted to be introducing this new pilot in Stoke-on-Trent. For many men, the recall period is short and accessing support in custody can be a challenge. By taking our intervention into the community, we can reach more people, sooner, and give them the tools they need to move forward positively. This is about creating opportunities, building confidence, and ensuring no one is left behind."



**KWESI
FINDS MORE
THAN JUST A
WORKPLACE**

When Kwesi joined Ingeus in 2019 he immediately sensed it was different from the rigid, disconnected IT roles he'd previously experienced. Six years on and that first impression has proved true, with opportunities to progress and take on leadership responsibilities alongside providing top quality IT services.

"I'd worked in IT admin and processing roles before, but I rarely experienced the strong sense of team and purpose that I've found at Ingeus," says Kwesi, whose hybrid role sees him split his workdays between Ingeus' central Birmingham office and working from home.

"Ingeus was different, I felt welcome and included from day one. IT may often sit behind the scenes, but here we're recognised as an integral part of Ingeus' mission to enable better lives – ever more so as we embrace new technologies to directly support our teams.

"There's a purpose-driven, people focused culture here that underpins everything, regardless of your role."

Kwesi quickly progressed from resolving colleagues' IT issues as a first line support analyst, to solving more technically complex problems as a second line engineer, before stepping into a leadership role. Encouraged by his manager,

he's seized every opportunity to take on new responsibilities and secondments, culminating in his current position of Service Operations Manager. He has led technical teams, managed complex issues, and implemented improvements. Today, Kwesi works closely with colleagues to deliver reliable IT services that support Ingeus UK and its APM group companies across Europe.

"I've had support both from my manager and inhouse leadership training, but mainly I've had the space to prove myself. Ingeus gave me the platform to develop those skills through trust, support, and training."

"I've been encouraged to progress from the start. It's been such a rewarding journey and I'm proud to contribute to an organisation that believes in your potential and helps you realise it."

Explore Ingeus career opportunities www.ingeus.co.uk/careers



I've always been passionate about technology, but I also recognised the importance of strong leadership in delivering great service. I've been so supported and encouraged that it's uncovered potential I never had the opportunity or confidence to explore before."

A COCKTAIL OF SUCCESS FOR KANE

A partnership between Ingeus and Only a Pavement Away is proving the perfect cocktail for 34 year-old Kane, serving up a blend of expertise and support for him to ace his job at The Alchemist in Manchester.

Unemployed for almost seven years, Kane, who is autistic, was struggling to secure a job. He'd applied for over a hundred roles and attended multiple interviews with no luck. Referred to the Restart Scheme, he was able to access the combined support he needed from Ingeus and Only a Pavement Away.

"I worked in a paid, temporary retail role until 2018," says Kane, who volunteered in charity shops while unemployed. "I really wanted to stay in retail as I enjoyed it, but I was struggling to find another role due to my autism. Getting as far as the interviews but never getting the job really hit me hard – I became depressed and my anxiety got worse."

Kane initially lived with his parents after his paid work ended, then secured his own flat in 2021. Increasing financial and mental health challenges led to him giving up his home in 2023. As his situation changed, the support he received did too.

Together, Ingeus and Only a Pavement Away offer tailored employment support to jobseekers who, like Kane, are at risk of homelessness. While Ingeus provides structured employment support, Only a Pavement Away offers tailored learning and development, financial support and employment opportunities in the hospitality industry – the perfect mix for Kane.

He says: "My Restart Advisor really encouraged me to step



THE ALCHEMIST

out of my comfort zone and go for a job in hospitality. She told me to just go for it. So I did! With her support, my confidence in talking about my disability grew."

After two successful interviews, Kane landed his role at The Alchemist in Spinningfields, Manchester, in June 2024. Working part time, he helps to set up the restaurant and greet customers.

Kane's manager and General Manager of The Alchemist, Barry, says: "Kane's attitude was note-perfect from the start, and he showed no fear or hesitation in getting stuck into the role. His enthusiasm has never waned; he's grown in confidence in what tasks he can carry out."

Keen to go travelling with his friends, Kane has been able to work extra hours to boost his funds. It's something Barry's been fully supportive of and is pleased to give Kane the opportunity to grow further.

"The team all love working with Kane," says Barry. "They understand that they have to be more patient and supportive around him, and he's become an invaluable member of the team."

"The support from Ingeus and Only a Pavement Away has been superb from day one. They facilitated Kane's onboarding excellently and set him up for success. We would have no hesitation in recommending either of them, and would absolutely use them to place further people into employment with us."

Learn more about our employment services: www.ingeus.co.uk/services/employment



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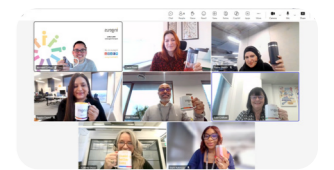
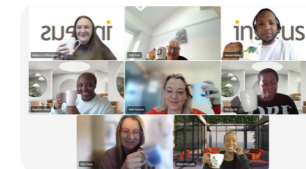
BREWING CONNECTIONS FOR BREW MONDAY

Our teams took time out for Brew Monday on the 19th January to highlight the importance of staying connected. Inspired by the Samaritans campaign, colleagues came together in person and on Teams for a cuppa, a biscuit, and meaningful check-ins with one another.

These simple moments of conversation can make a real difference. Whether it was

offering a listening ear, sharing how they were feeling, or simply taking five together, small actions helped brighten someone's day.

We also took the opportunity to share tips on Able Futures, which delivers the Access to Work Mental Health Support Service, for reaching out and helping others in-work who might be struggling with their mental health.



Scan the QR code to read the full article



Getting to know you...



Charlotte Adams

Digital Business Partner

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

"I'm a Digital Business Partner, specialising in connecting business needs with meaningful digital solutions. I work closely with leaders across our assessments business to shape digital strategy, improve operational efficiency, and deliver user-centred products that make a real difference.

Recently, I helped deliver a rota and performance

management capability in Microsoft Dynamics supporting around 1,600 healthcare professionals, work that has since moved into a structured continuous-improvement roadmap with a steering group to prioritise enhancements.

Before I joined Ingeus I spent 8 years as a Digital Product Manager in automotive SaaS, public transport, and fintech, and I'm passionate about collaboration, problem-solving, and using data and design thinking to drive continuous improvement."

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

Coffee or tea?

Coffee, I can't live without it. In fact, I think I could survive solely on coffee if I needed to

Early bird or night owl?

Early bird

Book or movie?

Book

Pizza or pasta?

Pizza, although I do eat more pasta...

Sunrise or sunset?

Sunset, there's nothing more beautiful than red sky at night

Comedy or drama?

Comedy, life's dramatic enough

Singing or dancing?

Neither I'm terrible at both

Cats or dogs?

Dogs, although I do have both, it can be a little chaotic at times

Summer holiday or winter holiday?

Summer holiday I hate the cold

Chocolate or vanilla?

Chocolate