

# New CFO Evolution hubs



**New Activity Hubs have opened marking a significant expansion in support for offenders on probation and who have left prison.**

Part of the Creating Future Opportunities (CFO) Evolution programme, the hubs provide tailored support to people in prison or on probation aged 18 and over.

The HM Prison and Probation Service (HMPPS) CFO Evolution contract is delivered by Ingeus in the North East, East Midlands, and West Midlands, with Hubs located in Birmingham, Stoke-on-Trent, Wolverhampton, Derby, Leicester, Nottingham, Durham, Middlesbrough, Newcastle, Sunderland, and Darlington.

Each Hub serves as a central point for delivering personalised support, helping people overcome barriers, access mainstream services, and reintegrate into society.

“We are thrilled to have marked the launch of our new CFO Activity Hubs and to be offering much-needed support to people on probation,” said Ingeus’ Head of Service, Owen Peterson.

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

Mark Nickson, Head of CFO, added “For many of our participants, the hardest step is the first one on a long road to reintegration. CFO stands alongside them throughout that journey, offering tailored support and encouragement every step of the way.”

The Hubs focus on delivering comprehensive support services, including assistance with accessing mainstream services, developing essential life skills, fostering community involvement and providing employment support to help individuals secure and maintain meaningful work. By providing

a central location for these services, with travel provided where possible to help accessibility, the Hubs aim to create a supportive environment that encourages positive change and reduces the likelihood of reoffending.

CFO Evolution integrates the previous CFO3 and CFO Activity Hubs into a single, more cohesive service, ensuring seamless support for individuals with complex needs. Ingeus has a long track record of delivering high-quality rehabilitation programmes for people in the criminal justice system, including

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

CFO3, CRS and CFO Activity Hubs, where Ingeus supported over 33,000 people. The launch of the new Hubs represents a key milestone in our ongoing commitment to help enable better lives and create safer communities.

**For more information about the CFO Evolution, please visit [CreatingFutureOpportunities.gov.uk](https://www.creatingfutureopportunities.gov.uk).**

**For more information about Ingeus’ Justice services, visit [ingeus.co.uk/justice](https://www.ingeus.co.uk/justice)**



**We are pleased to announce the launch of WorkWell, a new early intervention service designed to support residents of Wigan Borough facing health challenges that are preventing them from maintaining employment.**

The programme is commissioned by the Department for Work and Pensions and will be delivered locally by Wigan Council’s Be Well service in collaboration with NHS Greater Manchester, Greater Manchester Combined Authority and commissioned providers Ingeus and The Growth Company. This collaborative effort ensures that eligible residents receive comprehensive support tailored to their unique needs.

WorkWell provides Wigan’s residents with experienced work and health coaches who can guide and connect them to essential services. Support can be accessed in-person at Ingeus centres or outreach/community locations, by telephone, or online.

**Find out more at [bewellwigan.org/workwell](https://www.bewellwigan.org/workwell)**

# Making Time to Talk

**Ingeus was proud to join the #TimeToTalk campaign on 6th February.**

The initiative encourages everyone to have open conversations about mental health and a reminder that talking can be a lifeline.

Ingeus delivers a wide range of services that support people with their Mental Health, and we’re committing to championing mental wellbeing for our teams too.

One of the services we deliver is the Employment Advisers in Talking Therapies (EATT) service which integrates employment advice with psychological support, helping people manage their mental health and find new employment, return to employment, and help them retain their employment.

Here are just a few comments from some of our customers benefitting from using the service:

“Lee was good supporting me out of confusion and into a real place that feels right and where I need to be...A huge thank you for bringing me back.” “I am incredibly grateful for this service as it has given me confidence during a particularly difficult period of my life, and I feel I now

have the skills to look for work in a field I find meaningful.”

“Before I talked to Daniel my confidence at ever finding a job was at an all time low. He helped me realise that not only could I get a job but that I deserved a job. He talked me through creating a CV that highlighted all the things I actually could do and have achieved over the years. I will never be able to thank him and this programme enough... Thank you to all and thank you for giving me a chance. You will never know how much it means.”

Mental health affects every one of us, and it’s important we make time to connect, listen, and support one another.

**For more information, visit [timetotalkday.co.uk](https://www.timetotalkday.co.uk)**



## Celebrating LGBT+ History Month

**In February, Ingeus celebrated the rich history, culture, and contributions of the LGBT+ community as part of LGBT+ history month.**

Learning LGBTQ+ history is important to understand the struggles and achievements that have shaped the community and keep conversations and progress moving forwards.

Kira Charley, Communications Executive at Ingeus, and a proud member of the LGBTQIA+ community, shared the best ways she educates herself on Pride and its history.

Kira says: “For me, Pride is important because not everyone is able to live authentically. Having faced discrimination myself, I know how important it is for us to keep moving forward by learning from the past and making sure that everyone feels safe, loved and supported no matter their orientation.”

**Scan the QR code to watch the video.**



# I got the job I love on St Valentine's Day

Made redundant after 19 years in a job he loved, single parent Andrew was anxious to get back to work as quickly as possible.



He was referred to Ingeus' Work and Health Programme Pioneer in the North West and in just over two months he secured a new role – starting on St Valentine's Day.

February 14th marks one year as a store cleaner and he's loving the fact the job is not just one he enjoys but also gives him self-respect and makes him a good role model for his young son.

The Pioneer scheme exists to fast-track back into work people with additional barriers to employment, such as

45-year-old Andrew who left school unable to read or write. It then ensures they receive training and support to help them thrive in their new roles.

Ingeus Employment Specialist, Sameenah, based in Lancaster, took responsibility for helping Andrew to get a new job. She ensured any communication with him took into account his reading and writing difficulties, with extra time allowed for face-to-face meetings and all written material, such as job vacancies, read to him.

She helped him compile a CV and says: "I continuously encouraged him, celebrating successes like gaining interviews and contacting employers. "He was motivated to get back into work to support his son and was enthusiastic and passionate about his cleaning skills. He wanted to better himself while finding a job that allowed him to pick up his son from school."

A long-standing relationship between the Ingeus Employer Services Team and facilities management company

OCS enabled Andrew to secure an interview with Area Manager Warren, who says: "I was impressed with how eager he was to get back into work.

"We have a good success rate for Ingeus participants in terms of staying in their jobs and I was happy to take extra time with Andrew to go through paperwork and health and safety training.

"I offered him a job as a store cleaner for a major retailer and, when he later needed to fit his hours around his

son's schooling, I negotiated a later start time. He took to the job quickly and has not needed any additional training apart from regular refreshers on company policies."

*"Having a job is important because people respect you more and it gives you a sense of dignity. I also think it's good for my son to see me working so he grows up knowing that work is the right thing to do."*

Andrew says: "I like cleaning and really enjoy this job. I get on well with the rest of the staff there and have even received customer compliments about my friendliness and the cleanliness of the store and toilets.

# Supporting young women to find the confidence to move into employment

## The number of school leavers supported by an employment group supported by an employment group for Orthodox Jewish women has quadrupled with backing from Ingeus.

Goldstar Creative Marketing aims to give Charedi women the confidence to move from education into employment.

Since the Ingeus Central London Works (CLW) Work and Health Programme team began its support in 2022, the number of women helped has risen from 20 a year to 80. More than 80 per cent of them have gone on to secure stable employment.

That help has taken many forms with events including focus groups with employers, 1:1 mentoring before and in employment, question & answer panels for school leavers with business owners, and events to enhance team building skills like a multi-team bake-off contest to celebrate the Jewish holiday of Purim.

One of the women supported by the partnership said: "Since accessing support from Goldstar I feel so much more confident about identifying which jobs would suit me best and my chances of actually obtaining them."

The initiative is part of the CLW mission to engage hard-to-reach London communities, including the Charedi

Jewish people in the north of the capital and the Islamic community in the east and south of the city.

Senior Relationship and Integration Manager, Paul Russell, says "The success of our CLW Work and Health Programmes is rooted in our continuous engagement and outreach in the communities we serve.

"We have cultivated relationships with a diverse array of community partners over the past six years to ensure residents receive the necessary support.

Founder and Director of Goldstar, Esther Sterngold, says: "Through training, mentorships and courses, we aim to build confidence and self-awareness, enabling Charedi women to

succeed as individuals, wives, mothers, and employees.

"We are very happy with the support Ingeus has shown us. We serve a niche and often overlooked sector of society.

"Partnerships and tailored support from businesses like Ingeus helps us to bridge the gap between education and employment, equipping young women with transferable skills and practical tools to succeed in the workforce and improve their life prospects.

"Our dream is to secure equal opportunities for those whose voice has previously gone unheard and whose needs have remained unmet until now. Thank you, Ingeus, for your support in making our dreams reality."

*"Our work with the Charedi community through Goldstar is a great example of what can be achieved."*



## Ingeus' Head of Integration for London masters his most important role yet



## For Mike Collins, Head of Integration for the Restart Scheme in Central and West London, moving to Ingeus in mid-2021 was a natural step.

Having packed roles in retail, youth and health settings into his ever-expanding career, plus a spell travelling around Asia and settling in Sydney, his ability to quickly engage with people was just what Ingeus needed for the launch of the Restart Scheme.

"I'd previously seen Ingeus at work as a supply chain manager for a commissioner working with the Ingeus youth division," says Mike, who is now 33 and lives in Essex. "I'd been impressed with the focus on people and sense of fun, wrapped in a genuinely strong culture of performance and professionalism.

I could see that delivering good work matters to Ingeus. "I joined at an exceptionally busy time, mobilising the Restart Scheme. I was impressed with the feeling of everyone being

in it together; we all went through onboarding together, hierarchy wasn't important."

Mike and his team are integral to supporting the Restart Scheme, which supports unemployed people back into work. Along with two partnership managers and six local integration leads, he finds and onboards charities, councils, and specialist skills, health, and wellbeing services to provide additional wrap-around support to jobseekers.

"I'm very proud of what we do - it's a good thing. With our partners, we support thousands of people into work - those big numbers really motivate me," he adds.

When baby Jacob arrived 14-months ago, Mike took five weeks off, safe in the knowledge that his partnership manager (a role he specifically created to allow for career progression within his team)

would step up to his role. Fast forward nine months, with wife Steph returning to work, Mike used split paternity leave to have an additional, uninterrupted three months off with Jacob:

"Having that time has been amazing," adds Mike, who, typically, loves exploring on long country walks with Jacob. "I've built an even stronger bond with Jacob and understand first-hand what my wife handled while I was working. She's been able to step back into her career, while I know mine is in safe hands.

Now back in his busy role, Mike is never one to sit still. "Responsibilities shift constantly at Ingeus and I now also support bid activity and shaping our services for the new Connect to Work contracts. I enjoy new challenges and learning new things. Much as I love time at home or out on my motorbike, it's easy to go to work at a company like Ingeus."

*"I'm a huge advocate of people taking parental time off if they're able. No matter how busy your job, people will cope, and I'll certainly never regret having this time with my son. I'm so lucky to have done it."*



# Getting to know you...



**Clare Potts**

Career Coach

## This month we're getting to know Clare and her role at Ingeus as a Career Coach.

"Over the past 3 years, I've had the privilege of helping senior level participants on our employability programmes navigate their most challenging professional moments as their Executive Career Coach.

There's something incredibly fulfilling about supporting talented professionals when they find

themselves at unexpected career crossroads. I love diving deep with my participants, helping them rebuild confidence, rediscover core values, and reshape their mindset during uncertainty.

Together, we craft powerful personal brands and develop authentic networking approaches.

What makes my role truly special is building lasting relationships and seeing my participants thrive in their next chapter. I'm blessed to work with an incredibly supportive team at Ingeus, and nothing beats the thrill of getting those "I got the job!" messages from my participants."

*"I love diving deep with my participants, helping them rebuild confidence, rediscover core values, and reshape their mindset during uncertainty."*

### We asked Clare to answer life's essential 'this or that' questions

**Sunrise or sunset?**

Sunset

**Fruit or vegetables?**

Vegetables

**Book or movie?**

Movie

**City or countryside?**

Countryside

**Cats or dogs?**

Both - is that allowed?

**Adventure or relaxation?**

Adventure

**Singing or dancing?**

Dancing

**Text or call?**

Call

**Sweet or savoury?**

Savoury

**Driver or passenger?**

Driver