

Local charity extends pathways for jobseekers



Ingeus partners thousands of employers across England to match them to the right candidates for their roles. One of those employers is Rebuild with Hope, which runs outlet shops in Wigan's Grand Arcade offering our local Restart Scheme participants a volunteering pathway to paid employment.

Having already recruited six Restart Scheme participants, 17 more people are undertaking pre-employment training and volunteering slots at the store. It is hoped that many more will progress into paid positions at Rebuild with Hope or gain valuable work experience to offer other local employers.

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The opportunities are supporting people traditionally facing significant barriers to getting into work, such as single parents, people with health conditions and disabilities, those with criminal convictions, over 50s, and long-term unemployed people. In addition to offering customer service, warehousing, cleaning, e-commerce, and merchandising roles, Rebuild with Hope places a strong emphasis on employability and life-skills training, with workers undertaking manual handling, first aid, and budgeting sessions amongst others.

Aaron, who has brittle bone disease and has never worked before, landed a permanent job as a cleaner at the store and has recently increased his hours. He said: "I wasn't made to feel useless or put in a situation that I couldn't manage. I was offered a staggered start to build up my strength and I'm up to 24 hours a week now.

"Since I started here back in November, everyone, and I mean everyone, has been kind and helpful. I can take time to rest if I feel achy due to my condition, but I keep busy. Time goes so quickly; I love my job."

Meanwhile local mum Zoe, from Platt Bridge, has been volunteering at the store since November, after nine years out of work. "I love absolutely everything about it," she says. "I was worried though about having a big workless gap on my CV.

"I thought volunteering was a great idea, to get back into the swing of work gradually. We're mentored by a member of staff and treated just like any other colleague. It's got me out interacting with people again, not stuck at home."

Ingeus runs the Restart Scheme in Greater Manchester and has a centre on Hallgate which provides all-round back to work support for unemployed jobseekers. Employer Account Manager, Gary Cross, forged the relationship

with Rebuild with Hope and personally attends store visits with interested Restart Scheme participants. He said:

"Rebuild with Hope recruits on attitude and employs on skill and they do so much behind the scenes to develop and upskill the participants we place there. The change we see in people who were perhaps a step away from going into traditional full-time employment is incredible. It's a caring work environment where everyone is valued equally. I can't praise them enough for the opportunities they're giving to disadvantaged jobseekers."

Rebuild with Hope is a charitable organisation that also runs retail outlets in Earlestown and Kirkham, as well as hosting community sales in disadvantaged communities across the North West. With no central funding, all proceeds go toward their employability programmes. CEO, Louise Atherton, says: "The stores are the vehicle that allow us to support people. Having such a big site here in Wigan means we have the space and facilities to offer more employment, training and volunteering. It also means we can be flexible with hours, for those people who need family friendly shifts or want to return to work on a gradual basis.

"Having Gary and the Restart Scheme feeding into that really benefits us. Gary is so proactive; he highlights potential applicants, attends the store visits and inductions, and finds us local people with the right attitude to succeed. We see their confidence, self-esteem and employability grow and that's what we're all about."

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Ruth Cadbury MP visits Debt Free Advice kiosk in Hounslow



Ingeus has partnered with Debt Free Advice since 2021, offering individuals free, impartial, accredited advice on any money worries they have. The service is funded by the Money and Pensions Service and managed by London based charity, Toynbee Hall.

We were very excited to welcome Ruth Cadbury MP to our Restart Scheme centre in Hounslow. The visit showcased the innovative video advice kiosks which have been installed across all thirteen Restart Scheme centres in London to help support people with financial difficulties within the community.



Enterprise Rent-A-Car makes an enterprising move with Disability Confident

As busy professionals, how often do we take the opportunity to take stock, appraise, and most importantly capitalise on all the good work going on around us? As organisations strive to evolve and outsmart ever changing markets, it can be easy for the brilliance of day-to-day to get lost in the ether.

This was the situation faced by car rental and mobility provider Enterprise Rent-A-Car which, back in the summer of 2021, took a conscious step to consolidate and formalise its work on disability inclusion by pitching for Disability Confident Leader status.

Level 3 Leader status is the top tier of the government's Disability Confident scheme, which recognises employers for their commitments and active policies to employ disabled people.

With a 7,000-strong workforce and more than 450 branches across the UK, Enterprise Rent-A-Car had impressive credentials and ample evidence to support its bid. Prompted by Talent Acquisition Specialist, Marcus

Ashley, it was time to seize the day and aim for accreditation.

"I knew of the Disability Confident scheme from my time with our Enterprise Flex-E-Rent brand where we achieved Level 2 Disability Confident Employer," explains Marcus. "We realised that as a centralised HR function there was so much good practice being shown across the business. We just needed to collate it and showcase it properly; to use it to better effect.

"With Ingeus' help, submitting to Level 3 encouraged us to self-analyse and plan next steps," continues Marcus. "They helped us focus on the evidence and made sure we made the most of the fantastic work we were already doing



"We're regularly liaising with Ingeus and colleagues at the Department for Work and Pensions on where we can take this next."

within the business to attract and retain diverse talent.

“Enterprise Rent-A-Car is passionate about providing a workplace where everyone can thrive. We recognise that diverse talent drives more and better ideas. Our commitment to embracing diversity, equity, and inclusion is at the heart of our business – and this Disability Confident Leader status helps us to showcase it better.”

The organisation duly gained Leader status in September 2021 and has since been featured in the Financial Times ‘Diversity Leaders’ ranking for Europe. Its journey will continue with Disability Confident revalidation in September 2024.

“We’re regularly liaising with Ingeus and colleagues at the Department for Work and

Pensions on where we can take this next – especially in promoting the qualities of being a Disability Confident Leader to students and young workers.

“Gaining Leader status has had a tangible impact for us. We’ve joined the Disability Confident Employer Roundtable for Haulage and Logistics and are active partners with Business Disability Forum. It’s given us a seat at the table with other large employers to push for lasting change and improvements for disabled workers. It’s absolutely worth taking the time and effort to become Disability Confident.”

Start your Disability Confident journey at www.ingeus.co.uk/disability-confident

Planting the seeds for a greener future

Our Central London Works Work and Health Programme team are not just nurturing careers, they’re also nurturing our environment by planting the seeds for a greener future! As part of our environmental commitments, we’ve pledged to plant a tree for every Londoner we help to find work through the Work and Health Programme.

In 2020, to mark the first 1,000 people helped into work, the Central London Works team partnered with Mudchute Park and Farm in Haringey to fund 1,000 trees being planted. Since then, 4,000 more people have been supported through the programmes, meaning 4,000 more trees to take root!

We’re calling all charities and organisations with green spaces to fill and share our vision for a sustainable London to get in touch by emailing clwenquiries@ingeus.co.uk.



Free data keeps jobseekers in the loop

Even the simplest of everyday tasks becomes more difficult when you don't have online access. So if you've been out of work for the best part of a year and can't afford to top up your mobile data it can make finding a new job feel like even more of an uphill struggle.

For Restart Scheme participants at Ingeus' London and Greater Manchester centres, however, it's one bump on the road to life-changing employment that can be smoothed away.

Thanks to a partnership backed by some of the UK's biggest tech companies, people being supported into work by Ingeus under the Government scheme are eligible for a free SIM card pre-loaded with data to help with job searching, keeping appointments, and staying in touch.

The National Databank is like a food bank, but for mobile data, and was set up by the Good Things Foundation, whose mission is to improve digital inclusion across the UK. It works through partners such as Ingeus to supply data-loaded SIM cards provided by Virgin Media O2, Vodafone and Three.

It has donated more than 2,000 cards to be distributed through Ingeus' London and Greater Manchester centres



for those who need data the most.

Isobel Thomas, Head of Community Engagement and Experience at the Good Things Foundation says: "We are proud of working in partnership with Ingeus to help jobseekers. This allows Good Things to help the most vulnerable people in society

become digitally included. Together we can fix the digital divide."

Ingeus Head of Integration for London, Mike Collins, adds: "The customers the National Databank is looking to help are very much aligned to the participants we support at Ingeus, hence it's a natural partnership for us."

Restart Advisors assess participants for their digital needs and recommend them for a free card if they believe it would improve the person's chance to reboot their lives through worthwhile work.

One London Restart Scheme participant, whose job search ran the risk of being hampered by having no internet access, is delighted to benefit from the Databank scheme. He says: "When I mentioned I couldn't afford to top up the data on my phone I was offered a free, yes free, SIM card! That made my day and now I am looking forward to what the Restart Scheme has to offer."

The initiative was first introduced as part of the Ingeus Restart Scheme operation in Greater Manchester, where Partnerships and Integration Manager Elodie Ritter says: "The Good Things Foundation's mission to bridge the digital divide is essential, and we're proud to partner with them to ensure digital inclusion for all our participants."

In London Sonia Santos, Local Integration Lead in the capital, championed the scheme and says: "In an era where most things are done online and more households are dealing with digital poverty, we are grateful to be partners with the Good Things Foundation to have a positive impact in the community."

CiC launch new look and new app



Ingeus' sister company CiC has revealed their revamped look alongside a new wellbeing app to provide support exactly when it's needed at the Watercooler Conference and Exhibition in Excel London on 23-24 April.

CiC provides personalised Employee Assistance Programmes, wellbeing and specialist psychological services to employers of all sizes and sectors around the world. Designed to work alongside CiC's services, Ele – the name of the new wellbeing app – is a 24/7 online resource featuring 8,500+ videos and resources to give people support when and where they need it.

Find out more about CiC and the other services at www.cicwellbeing.com.

Getting to know you...



**Carla
Raffinetti**

This month we're chatting to Carla Raffinetti, our superstar Head of Legal.

"I've been at Ingeus since 2017 and head up the UK legal function. This entails managing a team of lovely lawyers and dealing with a wide variety of issues. My days can be unpredictable and range from dealing complex contracts to tricky customer or supplier issues, all while keeping the business out of trouble!

Before joining Ingeus, I trained as a lawyer in South Africa. I was a partner in one of the big five law firms in Johannesburg, where I headed up the IT and telecoms practice. In 2010, I stepped off the corporate treadmill for three years to study fine art at Central St Martins in London before settling in the UK.

Ingeus holds a very special resonance for me. My own father lost his job when he was only 57 and never re-entered the job market. I watched him struggle with empty days and with the financial stress of being forced into an early retirement. Ingeus reminds me every day of the important work that we do to enable better lives – by giving everyone a second chance, whether they be elderly, inexperienced, or disabled."

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

Summer or Winter?

Summer, preferably in the southern hemisphere or in southern Europe.

Chocolate or sweets?

Nutella, straight out of the jar with a spoon.

Dressed up or casual?

Gym gear while WFH. Dressed up in bright colours with big silver jewels when at the office or out.

Night or morning?

Definitely not mornings, especially if you need me to be awake and conversational!

Books or films?

Books, books and more books (although mostly on Audible these days).

City or countryside?

City, with the countryside in close range.

Cats or dogs?

Bichon frisés, Irish wolfhounds, cockapoos, wire-haired terriers, ragdoll or Persian cats (basically, the fluffier, the better – I'm a sucker for good looks).

Phone calls or emails?

Not fussed – whichever is easier.

Night out or night in?

Night in.

Holidays or home comforts?

Holidays – preferably close to water, with interesting ruins to explore and good food.



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