

Ingeus hosts first Young Adult Justice Conference

Ingeus held its first Young Adult Justice Conference, at the Birmingham Conference & Events Centre, titled *Stronger Together: Shaping Better Outcomes for Young Adults*.

Welcoming leaders from probation services, youth organisations, charities, and local authorities, the conference provided a space to explore how collaboration, innovation, and lived experience can improve outcomes for young adults in or at risk of entering the justice system.

The day included insightful keynote sessions, with a strong focus on strategies to reduce reoffending and unlock potential. Amongst these were presentations on the West Midlands Violence Reduction Partnership, the Phoenix Programme, and Ingeus' own peer mentoring initiative, which earlier this year was recognised with the Young Futures Award for Transformative Work

at HMP Ranby at the Police and Crime Commissioners' Awards.

The powerful impact of these services for those who embark on a rehabilitation journey were shared through firsthand personal accounts from peer mentors. Giving young adults a platform amongst professionals created an environment they could learn and develop the systems in place to better support these individuals.

Carrie Peters, our Director of Justice Services, said:

"This was an important event to bring organisations together and further collaborate on improving outcomes for young adults in the justice system. By bringing together voices from across sectors—and crucially, those with lived experience—we're helping to shape more effective, trauma-informed, and person-centred approaches."



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STRONGER TOGETHER: SUPPORTING LONDON'S SMALL BUSINESS COMMUNITY

Running a small business in London brings with it a unique set of pressures — from financial uncertainty and long hours to the emotional toll of leadership. Recognising the vital link between mental wellbeing and business success, we're proud to highlight the partnership between Able Futures (an Ingeus-led group of partners who deliver the Access to Work Mental Health Support Service) and Grow London Local. The partnership is helping small business owners, apprentices, and self-employed professionals access tailored mental health support.

Grow London Local, launched in January 2024 by London & Partners and supported by the Mayor of London, offers small and medium-sized enterprises (SMEs) across the capital access to practical resources, events, and skills development. Able Futures complements this initiative by providing confidential, one-to-one mental health support designed specifically for the challenges faced by entrepreneurs and small business teams. The support covers managing stress and anxiety, improving sleep and motivation, building resilience and maintaining focus. All of which are key for sustainable business growth.

"Working with Grow London Local has allowed us to connect with small businesses in a much more meaningful way," explains Debbie Burns, Business Account Manager for Able Futures. "Through this collaboration, we've been able to integrate mental health support into the broader conversation about business growth. We're not just talking about productivity or profit—we're talking about the people behind those businesses. By providing timely, free and practical mental health support, we're helping entrepreneurs build resilience and thrive, even in the most challenging circumstances."

Able Futures plays a vital role in helping business owners and their teams access the emotional and psychological support they need to make the most of available resources. By fostering a workplace culture that values wellbeing, sustainability, and community impact alongside traditional measures of success, they're helping businesses to thrive in all areas.

The impact of this partnership is already being felt across sectors — from creative industries and retail to hospitality and freelance professionals. Business owners who've accessed support report improved decision-making, renewed confidence, and a greater sense of control in both their work and personal lives.

When leaders feel supported emotionally and psychologically, they're better equipped to handle pressure, make informed decisions, and foster a healthy workplace culture. This not only benefits individual businesses — it contributes to wider economic wellbeing.

Small business owners who have engaged with the Able Futures programme consistently share positive feedback. Many say the support helped them shift their perspective, navigate challenges more effectively, and regain



Vanessa Perez Sanchez, Director of Small Business Service at London & Partners

confidence in both their professional and personal lives.

The collaboration between Grow London Local and Able Futures is already making a difference across diverse sectors — from creative freelancers and startups to retail and hospitality. By combining practical business guidance with tailored mental health support, these entrepreneurs are better prepared to grow, adapt, and make meaningful contributions to their communities.

Together, Grow London Local and Able Futures are helping to shape a more resilient, inclusive, and mentally healthy business community — strengthening London's economy.

INGEUS RECOGNISED FOR BEST CULTURE

Finalists in four categories at the prestigious UK Employee Experience Awards 2025 – Best Culture, Best Place to Work, Best Health and Wellbeing and Best Diversity and Inclusion – we were thrilled to be recognised for Best Company Culture as this really sums up everything we do to create a workplace where people can thrive.

The awards ceremony, held at in London on the 17th September, showcased businesses who are going the extra

mile to deliver outstanding employee experience initiatives.

A team of independent judges scrutinised the results and workplace strategies in the written submissions, before putting it forward to the finals. Each finalist gave live online presentations in their category, with all Ingeus representatives doing the business proud.

We were in excellent company in our categories, which included Samsung,

Bupa, Flight Centre, Gate One, Trust Alliance, Flight Centre, First Direct Bank, Octopus Energy and Lloyds Banking Group. Congratulations to all the companies leading the way for exceptional employee experiences!

Juliet Mortiss, Ingeus People and Culture Director, said: "All these categories epitomise what Ingeus is about – enabling better lives. The passion, hard work and drive our people teams bring to making Ingeus a place for everyone to thrive is immense."



AUTISM ACCREDITATION FOR WORK AND HEALTH PROGRAMME



Ingeus is proud to announce that its North West Work and Health Programme has been awarded Accredited Status by the National Autistic Society.

The Society recognises organisations at three levels: Aspiring, Accredited, and Advanced. Achieving Accredited Status on the first attempt is a significant accomplishment and reflects the inclusive and supportive environment fostered across the programme.

This recognition is a testament to the dedication of colleagues involved in the assessment process and to the wider team who contribute to making Ingeus a place where neurodiversity is understood, respected, and celebrated. Plans are now underway to explore a potential roll-out of the initiative to other centres.

RISE TO THE CHALLENGE FOR YOUNG JOBSEEKERS



Ingeus has delivered its first RISE (Ready, Inspired, Skilled & Employed) residential experience in Greater Manchester, supporting 50 young people aged 18–24 from the Restart Scheme. The pilot programme is designed to accelerate participants' journey into employment by equipping them with essential life skills, boosting their confidence, and expanding their horizons.

Over five transformative days, participants took part in a dynamic mix of skills workshops and team-building activities, all designed to push them beyond their comfort zones and prepare them for the world of work. From first aid training and financial literacy to workplace etiquette, mock interviews, public speaking and self-reflection sessions, the programme offered practical tools to help participants

thrive in their personal lives and professional environments.

Outdoor challenges such as zip lining and rock climbing encouraged resilience and teamwork, while wellbeing sessions helped participants build emotional strength and self-awareness for long-term success.

Senior Supply Chain Manager at Ingeus, Nicola Lennox, said:

"The RISE experience has already made a lasting impact. I have seen participants leaving with greater sense of confidence, a clearer sense of direction, and renewed motivation to pursue employment opportunities. It's more than a programme, it's a turning point for them to reimagine their future and take confident steps toward meaningful employment."

FINDING A CAREER THAT CLICKS FOR CAITLIN

Coming from a close-knit family with five younger siblings has given Caitlin, from Kirkby in Merseyside, a caring mentality that she was always keen to utilise in work. Yet when a fledgling career in health and social care fell through – and a combination of undiagnosed ADHD and responsibilities at home took their toll – Caitlin hit a mental health low that resulted in five years out of work.



Now the 25 year-old has the health and employment support to flourish and is helping children at a local nursery to do exactly the same.

After tireless unsuccessful job searching, Caitlin had reached the 'what's the point' stage when, in late 2023, she was referred by Jobcentre Plus to the Work and Health North West Pioneer programme, run by Ingeus. Specialist case workers assess participants' interests and skills, sourcing local employers to provide supported learning-while-working jobs.

"My case worker Damien suggested different job roles that might suit me," explains Caitlin. "Following my formal ADHD diagnosis something just clicked, and we realised I needed a really active, stimulating job – Damien

suggested working with children as I enjoy supporting my own brothers and sisters."

Caitlin also received mental health support from the Ingeus in-house health team and, with Damien's reassurance, began her new job search with renewed vigour. When she successfully applied for an apprenticeship with an Ofsted outstanding local children's nurse, Caitlin hit the jackpot. With Ingeus arranging for her past certificates to be forwarded from her college, funding an enhanced DBS check and her bus travel, Caitlin commenced work in September 2024. With in-work tutoring and hands-on training, she will qualify in Level 2 Early Years Childcare, specialising in special educational needs, in 2025.

Caitlin truly values her work environment and teammates: "We're outdoors most of the time and I love seeing the children develop and learn. I can spot, and support, their struggles too. My colleagues and tutor are very understanding of my condition and will repeat things to help me understand. I love being busy but can sometimes get overstimulated; it's great to have Damien and my work colleagues to help iron out any challenges I feel."

Far from the mud kitchens and forest dens, exciting things are happening for Caitlin outside of work too: "I'm going on holiday to Spain this summer with my aunts. I'm so proud to be paying for myself for the first time ever. I never thought I'd find such a good job fit, with Ingeus' help, everything is finally falling into place."

JESSICA FINDS HER CALLING WITH THE RESTART SCHEME

With a healthcare university degree secured, Jessica's future career might appear to have been all mapped out for her.



At the end of the course however, and following some part-time work in the health sector, she decided she wanted to do something different.

The only problem was she didn't know what.

Referred to the Restart Scheme for tailored support to find a job she was helped to think outside the box by her Restart Advisor.

"We were looking at all sorts of roles and going through my transferable skills," says the 22-year-old.

The Ingeus team had just entered a partnership with a major mobile and broadband provider in Birmingham, which offered a fast-track process to get Restart Scheme jobseekers into employment.

Recognising her strong communication skills and desire to work in a people-focused job, her Restart Advisor identified a role and suggested she apply for it.

She says: "I was offered an interview and Ingeus supported me with techniques and examples of the questions that might come up."

"After a phone interview I then met with one of the company's managers and got a call the same day to be told I'd got the job.

"I was recruited as a Billing Service Guide, problem-solving for broadband customers over the phone, but after a while was looking to start a new chapter. I was interested in recruitment and was offered the chance to return to Ingeus to help inspire jobseekers to take the same opportunity that was offered to me.

"I was excited to share my own experience with other candidates. It was a nice feeling to go back as it's where I started."

However, when a Connections and Technical Guide opportunity came up Jessica decided to take another new career direction. She was encouraged to apply and got the job, which involves analysing connection queries in consultation with engineers.

She says: "I am learning many new skills and it's a big building with lots of other teams so while I'm at an entry level in terms of analytical work I would love to progress in that area."

The upskilled role gives Jessica more money but what also matters to her is the flexi working hours that allow her to make time for her busy life outside of work, as a guitarist in a gospel band as well as regular activities with her church.

She adds: "It's a good company to work for – people are encouraged to progress."

The support she received from her advisors through the Restart Scheme, which Ingeus delivers in the West Midlands on behalf of Serco, continues to serve her well.

Jessica says: "The advice I was given, such as how to prepare for an interview and typical questions, is still useful to me as I look to grow my career. That stuff has stayed with me."

"I would recommend the Restart Scheme. It's all about your transferable skills and your personality, and the guys there really stretch your imagination! Nothing was off limits; they could make it happen."

BEX CELEBRATES ACCLAIM WITH INSPIRE JUSTICE AWARDS



Ingeus colleague Bex O’Gorman achieved Highly Commended for the Community Safety and Rehabilitation Award at the Skills for Justice ‘Inspire Justice Awards 2025’.

Dr Bex O’Gorman PhD is shining brightly as one of just 23 justice sector employees in the spotlight at the annual awards. Fending off tough competition from hundreds of nominations across 11 award categories, she, along with the other finalists, is highlighting the unseen work within the justice sector. Bex – who has worked in a justice-related role for over 25 years – is delighted to get the recognition.

She says: “Being nominated for The Inspire Justice Awards was such a wonderful surprise! The reasons for my nomination were based around my passion for sharing knowledge and collaborative working, so to be recognised for doing the things I love

felt a little like cheating! I was a runner up in the category and received a Highly Commended award, which was truly unexpected, and something I will treasure.”

Working as a Dependency and Recovery Navigator for Ingeus’ Commissioned Rehabilitative Services in West Yorkshire, Bex helps adult male service users understand and manage their substance misuse, making positive changes to transform lives. Being shortlisted for the Community Safety and Rehabilitation Award is testament to Bex’s generosity in sharing her knowledge and her passion for rehabilitation and prevention of reoffending.

Bex, who has lived experience of the criminal justice system and left school with no qualifications, draws on her own life experiences to help others to thrive. During the last three years at Ingeus, her contributions, particularly

in relation to suicide awareness, have been invaluable.

The judges were eager to praise Bex’s passion for tackling the stigma of suicide by supporting Ingeus and wider sector colleagues to become suicide aware. In doing so, she has equipped colleagues with information on what to look for, how and when to ask about suicide, and how to get effective support. She’s also developing ‘You said – I heard’ language guidance to better understand and communicate with neurodivergent service users and colleagues.

In 2011 Bex combined working with studying for an English degree at Huddersfield University. Her research and writing around child sexual exploitation, care-experienced children, and male suicide rates earned her a subsequent Masters and PhD.

PETE FINDS HIS CAREER HAPPY PLACE



Where’s your happy place?

For Clinical Supervision Manager, Pete, it’s out on the open water in his kayak – a hobby he dived into after supporting youth groups on outward bound adventures in a past role. While taking the plunge into water sports after work might not be high on everyone’s agendas, making Ingeus a happy place for others is most certainly at the top of his.

Pete leads the Ingeus LGBTQIA+ employee network group, a position he’s just stepped up to after two years contributing to the company-wide forum. A qualified counsellor, mental health first aider, designated safeguarding officer, and active supporter of gender-led causes in the Newcastle community, he’s perfectly placed to actively shape inclusion at Ingeus.

“We want everyone, employees and participants alike, to know that Ingeus is a safe space, that we’ve got your back,” says Pete, who joined Ingeus the week the UK went into pandemic lockdown in March 2020.

“We’re modelling gender neutrality in all new Ingeus offices and promoting inclusion however we can – from looking at sensory safe spaces and adding pronouns to name badges, to hosting LGBTQIA+ community podcasts and rolling out transgender awareness training to all staff. We want everyone to know they’re accepted.”

It’s a feeling that Pete, who celebrates 18 years of marriage to his husband this year, recalls joining Ingeus – despite the dramatic timing.

After varied counsellor and associated training roles, Pete began working

for Ingeus’ Access to Work Mental Health Support Service, Able Futures. Progressing from a mental health coach to joint Clinical Supervision Lead, then Manager, he says new opportunities are there for the taking at Ingeus:

“I’ve had mentors and managers to support me from day one, everyone I work with has been nothing but honest, open, and welcoming,” continues Pete, who now jointly oversees the clinical supervision of more than 40 Able Futures mental health coaches. He also retains a small caseload to keep his talents fresh, develops and delivers in-house training, and is set to commence a Psychosexual Therapy Masters degree at Doncaster College.

“I began my career as a counsellor, but here you’re encouraged to try new opportunities. If you open your mind and go for it, Ingeus will support you.

“I class myself as a quiet leader but I’m gaining the confidence to step into more and more things and proactively use my experiences. Heading the LGBTQIA+ network group allows me to interact with colleagues from across our wide-ranging business and we’ve got great things planned. I’ve never felt so supported in a job as I am here.

“It may sound cheesy, but Ingeus’ values resonated strongly with me from the moment I joined, especially given the nature of doing that during lockdown. Ingeus stands for what I do, believing in everyone, showing care and respect, and doing the right thing.

Careerwise, Ingeus is definitely my happy place.”

COFFEE, CAKE AND COMMUNITY



On Friday 26th September, our teams came together to support Macmillan Cancer Support through their annual Coffee Morning.

From bake sales and brew breaks to creative fundraising ideas, the day was filled with warmth, generosity and a strong sense of community. Everyone wanted a slice of the action, and it was heartening to see so many people get involved.

A huge thank you to everyone who took part, donated, or simply joined in for a cuppa and a chat. Every slice of cake and every pound raised helps Macmillan continue their vital work supporting people living with cancer.

To learn more or host your own Coffee Morning, visit www.macmillan.org.uk/coffee-morning



Getting to know you...



Jessica Veitch

Business Manager for the Restart Scheme in Wigan

This month we stopped to take a minute to find out more about Jessica and her role at Ingeus as Business Manager for the Restart Scheme in Wigan.

I first joined Ingeus in 2021 as a Team Leader, which was my first introduction to the Employability industry. My role is all about the balance of performance, profitability and people. I also lead the Diversity and Inclusion champions in Greater Manchester, as well as recently taking on a role of Wellbeing Champion. The main enjoyment I get from my role is seeing the success of hard work and the progression of others, whether that is our Restart Scheme participants or within my own team.

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

Sunrise or sunset? Sunset for relaxing although I am usually in the gym as the sun rises!

Fruit or vegetables? Vegetables

Book or movie? Movie – trying to slow down and get back into reading though

City or countryside? City

Text or call? Text

Summer or winter? Winter

Tea or coffee? Coffee – although my favourite over the summer has been a blueberry matcha

Cats or dogs? Dogs

Pizza or pasta? Pizza – with a good dip for the crusts

Driver or passenger? Driver