

Ingeus delivers new CFO Evolution contracts

We're proud to have launched new contracts in our Justice division.



In August, we started the new HM Prison and Probation Service (HMPPS) Creating Future Opportunities (CFO) Evolution contracts for the North East, East Midlands, and West Midlands regions.

CFO Evolution provides comprehensive support to people in the criminal justice system with complex needs, helping them to overcome barriers, access mainstream services, and reintegrate into society. It integrates the current CFO3 and CFO Activity Hubs into a single cohesive programme.

"We have a strong track record of delivering programmes in partnership with HMPPS CFO and these contracts allow us to continue and expand our impact and reach to help more people." said Adam Hart, Chief Operating Officer for Ingeus.

Ingeus and our supply chain partners will work closely with local partners and stakeholders to deliver CFO Evolution. It will be delivered from more than 34 prisons, CFO Activity Hubs, and community venues across the regions.

The CFO Evolution is delivered by the HMPPS CFO programme. To learn more about the work of HMPPS CFO, please visit [CreatingFutureOpportunities.gov.uk](https://www.creatingfutureopportunities.gov.uk).

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From tent to tenant: Finding somewhere to go home to



Landing back at square one has been a recurring theme in Khalif's life.

Facing mental health problems, brushes with the law and repeated homelessness since being discharged from the army, the young father admits there were times when he was 'really, really low.' Luckily for him, he says, a call from Ingeus while living in a tent on the side of a canal changed all that.

Born in Zimbabwe, Khalif learnt to be independent and resilient from an early age. After his father died when he was nine, he lived alone until, age 13, his mum brought him over to live in London: "You talk different, you sound different, I had to toughen up real quick. It was a culture shock," he says.

By the time he was 17, his behaviour led to a police caution and, at the suggestion of his solicitor, a stint as an infantry soldier in the British Army. Seven years later the toll of active duty saw him diagnosed with bipolar disorder, sectioned, and discharged.

Life as a veteran proved to be a downward cycle as Khalif turned to crime and lockdown drinking. An assault charge resulted in remand at HMP Bullingdon in Oxfordshire, followed by a two-year suspended sentence, alone, and in temporary, unstable accommodation.

Brushes with the law continued and following a driving offence, Khalif was again detained on remand. Once released he says 'I've got nothing, I'm back to square one again. I was literally living in a tent.'

"I got blessed. I got Andy willing to go above and beyond for me. Without him I wouldn't be here where I'm stood today."

His luck changed when Andy, an accommodation advisor for Ingeus South Central, tracked him down after meeting him while on remand. Ingeus' accommodation service supports people in custody, sentenced or unsentenced, to find or retain stable accommodation as part of the Ministry of Justice's Commissioned Rehabilitative Services.

Andy says: "It was just my plan at that point to try and get him somewhere, so he wasn't in the tent that night. He had no food, he had no money, he had absolutely nothing.

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“Knowing that he was an ex-serviceman, I made a few phone calls to the Royal British Legion and Veterans Aid and within an hour he was in a hotel. The plan from there was to look at what support was available for him. He was helping out at a gym in Bicester, doing some personal training stuff there and he found out that somebody had a room available in a shared house. We supported him in contacting the landlord and once he was set up there, managed to get him some clothing, some bedding, and a television.”

Khalif seized the opportunity he'd been given and devoted his time to training and prioritising his mental health. It was months later that Khalif this time made welcome contact with Andy. He emailed to say he was living in London and doing well,

studying for a personal training qualification with the support of Ingeus.

As part of the Restart Scheme, which helps unemployed people into training and work, Khalif has now completed levels two and three of a Personal Training Diploma.

“Things have stabilised,” adds Khalif with a smile. “I've got my own flat. I can train, I can eat well. I got blessed, I got Andy willing to go above and beyond for me. Without him I wouldn't be here where I'm stood today. I can't lie to you, there were times I was really, really low. He sat me down, gave me food, helped me. I can't thank Andy enough for all the help he's given me.”

Andy is also delighted: “I'm just really proud of where he is and what he's doing and how his life is going. So, it's all positive for him.”

Ingeus continues mental health support for people in work with new contract

Ingeus has recently been awarded a contract from the Department for Work and Pensions (DWP) to deliver the Access to Work (Mental Health Support Service) for the next four years.

We will provide the service in England, Scotland and Wales with our delivery partners Case UK, The Better Health Generation, and Health 2 Employment.

We have delivered this service under our brand 'Able Futures' since 2018, supporting more than 37,000 people overcome mental health challenges and develop the skills and strategies they need to remain in

employment, at no cost to themselves or their employer.

People in work, including apprentices, can use the service to get up to nine months of personalised, one-to-one support from a dedicated Vocational Rehabilitation Consultant (VRC).

Visit www.able-futures.co.uk for more information

**_able
futures**

New case study report demonstrates benefits of local collaboration

Ingeus works with a range of supply chain partners to deliver contracts in employment, health, justice and youth.



Together, we collaborate, innovate, share specialist expertise, build resources and support one another to provide holistic support to the people and communities we serve. We currently work with 90 organisations of all types and sizes, over a third of which are from the voluntary and community sector.

Crucially for these organisations we offer partnerships and support so that they can access a range of contracts to do what they do best – provide specialist services to local residents.

In our latest report, we showcase a few of our supply chain partners across contracts including Restart Scheme, Central London Works, Commissioned Rehabilitative Services, and Access to Work (Mental Health Support Service). These case studies explore the mutual benefits of working together and achieving a long-lasting positive impact on our customers' lives.

The Ingeus Partner Network provides opportunities for both current and potential partners to keep up to date on upcoming opportunities to work together.

Scan the QR code to read the case study report



Interested organisations can find out more about joining our network at www.ingeus.co.uk/for-partners.

A taste of success for Mohammad

Finding a job can be a challenge for anyone, but 23-year-old Mohammad from Rochdale also juggles a hearing impairment.

Although he was applying for vacancies, something was going wrong. "It affects me on a daily basis but I'm lucky to have hearing aids that help me, and I can listen and lip-read," says Mohammad, who was diagnosed with a hearing defect as a child. "It did affect my job search though, where I was told to input my disability, the outcome was negative, and I didn't get the job."

A former warehouse and IT worker, Mohammad had been unemployed for five months when he was referred to the Working Well Work and Health Programme delivered by Ingeus in Manchester. Ingeus keyworker, Dominique, worked closely with Mohammad, sharing tips on communication techniques and disclosing his disability. She also recommended him to the new Health, Improvement and Progression (HIP) initiative, which enables jobseekers to learn valuable life skills, boost their confidence, and improve their health away from traditional office-based support.

The course is delivered by the InWorkGM partnership with backing from the Community Investment Fund. Mohammad describes HIP as 'a great opportunity to explore different career possibilities'. He spent a day at Rochdale football club, exploring the grounds and learning about health and fitness, and visited the Foodie Kitchen to learn how to make various dishes. A day with logistics learning company Mantra was a particular highlight as he got the chance to drive a heavy goods



vehicle for the first time. After completing the course, Mohammad had a new-found focus in his search for work. Dominique found a suitable role and helped him to prepare for the interview. It was a success, and Mohammad was thrilled to be offered a food production operative job.

"I have had lots of advice, time and effort invested in me and I am grateful," adds Mohammad. "Dom has there for me whenever I have needed her. I have been given the opportunity of a lifetime that I will never forget. During HIP I learned valuable lessons and loved driving a truck."

Logistics is a field Mohammad would like to enter in the future, potentially with his new employer. "I'm working in brand new facilities, it's a kind team to work with and the supervisors are very appreciative."

Dominique adds: "It was a joy to see him become more confident throughout his time with us. His sheer determination and never-give-up attitude speaks volumes."

Learning to thrive – with a difference



Visionary educator, Kurt Hahn, famously said, ‘your disability is your opportunity’. It’s a sentiment that Ed Wild, Ingeus team manager for the Work and Health Programme in Preston, lives by at work and at home.

From utilising technology to better manage his time, to gifting his home-grown green beans to colleagues, he’s finding simple yet effective techniques to embrace difference, and not only learn to live with it, but flourish from it.

“I see things in different ways to other people,” says Ed, who is dyslexic. “I’m always looking for the next challenge but can really over worry at the same time. It’s a kind of nervous energy. My doctor noticed me tapping, and my legs shaking, and suggested an ADHD assessment.”

Receiving his diagnoses in adult life has given the 37-year old an appreciation and respect for people’s differences. He is a Diversity and Inclusion (D&I) Group lead and is a passionate advocate of giving people the right tools to work to their advantage. He’s devised his own strategies to manage his conditions and champions the importance of looking after yourself at work. “Technology helps me a lot,” adds Ed, who has progressed to his management role since joining Ingeus six years ago. “I use Texthelp Read&Write; Dragon speech recognition software; and Microsoft Copilot to structure and research work.

“Microsoft accessibility tools include a built-in timer so I use the Pomodoro technique to help keep focussed, and the Headspace App helps me manage stress and detune.

Beyond that though, it’s the people around me that matter. I’m a great believer in a problem shared being a problem halved and I know I can always turn to my managers. People at Ingeus understand me and welcome any conversation that will improve things.

“I reflect that with my own team. We have protected wellbeing slots three times a week and I’m always reporting back new ideas and initiatives from the D&I Group. I also discourage my team from working outside of their hours – time at home should be distinct from work.”

Proactively managing his disabilities and mental health isn’t a nine-to-five for Ed. After a close bereavement knocked him for six, he’s slowly finding solace in the simple things at home:

“Just getting outdoors and getting on with menial things like painting the fence really helps me switch off. I think it’s really important to look after yourself, in and out of work. I love my job but if it was making me unwell or unhappy then I couldn’t live my life well. I want to help people, and myself, to maximise their lives and be happily successful. Everyone will have different struggles – I have my own – but there’s always an opportunity to do something about it.”

DWP Permanent Secretary visits Working Well in Greater Manchester

Ingeus had the honour of hosting Sir Peter Schofield KCB, Permanent Secretary of the Department for Work and Pensions (DWP), at our Bolton and Bury centres to discuss our Working Well (Work and Health Programme).



and Working Well: Pioneer on the local community. These programmes are delivered across all 10 boroughs in Greater Manchester in partnership with the Growth Company and Seetec.

Nicola Wood, Head of Delivery for Working Well (Work and Health Programme), said: "We are proud to collaborate with GMCA and local authorities to offer a fully integrated programme that is embedded in the local community and provides access to a range of support to ensure our participants have every opportunity to achieve and sustain employment."

Working Well (Work and Health Programme) has supported over 29,000 individuals, with over 17,000 of them gaining employment.

Working Well: Pioneer commenced in September 2023 and has so far supported 991 individuals, of whom 200 have gained employment.

Visit Working Well (Work and Health Programme) for more information www.inworkgm.co.uk

Commissioned by the Greater Manchester Combined Authority (GMCA) and delivered by InWork GM, Working Well (Work and Health Programme) provides support for unemployed people with health conditions or disabilities. It is also designed to help individuals who have been out of work for a long time, as well as those who might need specialist support. During the visit, we showcased the positive impact of Working Well (Work and Health Programme)

Getting to know you...



**Kayshia
Phillips**

This month we stopped to take a minute to find out more about Kayshia and her role as Youth Voice Lead.

My role is to ensure young people aged 16-25 feel listened and responded to, as well as providing them with a platform to make change. Ingeus Youth Voice was created to act as a central advisory board, representing the views of younger participants and ensuring we as an organisation continue to meet the challenges of today and tomorrow.

My responsibilities include designing and delivering a strategy that meets the needs of both the young people, upskilling and empowering them, and Ingeus as an organisation. I feel so lucky to be in the role I'm in, working on a daily with inspiring young people, our future leaders.

We asked Kayshia to answer life's essential questions:

Sunrise or sunset?

Sunrise

Fruit or vegetables?

Fruit

Book or movie?

Movie

City or countryside?

City (But I'm slowly moving closer to preferring the countryside as I get older)

Text or call?

Text

Adventure or relaxation?

Adventure

Singing or dancing?

Singing

Cats or dogs?

Cats (I have to say cat as I have one, but I don't prefer either really)

Sweet or savoury?

Sweet

Driver or passenger?

Passenger (I do drive but am guilty of being a passenger princess when possible)



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