

## Ingeus wins Young Futures Award for transformative work at HMP Ranby

**Ingeus is proud to have received a 'Young Futures Award' at the Police and Crime Commissioners' Awards in recognition of the Young Adult and Peer Mentoring programme delivered at His Majesty's Prison (HMP) Ranby.**

This award celebrates the programme's powerful impact on young adult offenders and its contribution to reducing violence and improving rehabilitation outcomes.

Commissioned by the Nottingham City and Nottinghamshire Violence Reduction Partnership (part of the Nottinghamshire Office of the Police and Crime Commissioner - NOPCC), the programme launched in July 2024 to support young

adults aged 18–25 from Nottinghamshire. Its goal is to reduce violence inside and outside prison by building resilience, improving life skills, and creating strong support networks. The engagement between the young adults and the staff at the prison has been exceptional and feedback has been overwhelmingly positive. Service users have described the programme as "motivational," "inspiring," and "an eye-opener."

One young man's journey stood out in the award submission. Initially struggling with anger, he learned to recognise and manage his emotional triggers.

His transformation was so significant that the facilitators of one of their 'goals workshops' invited him to support the new cohort of young people. He has since completed peer mentor training and enrolled in an Open University course.

The strong collaboration with the Violence Reduction Partnership and staff at HMP Ranby has been a vital



element to the success. The flexibility and support from the NOPCC has allowed the programme to evolve and thrive in an environment that can be challenging. Amy Cheetham, Team Manager, who brings extensive experience of working in custodial settings, commented: "This award is a brilliant achievement for the programme and a reflection of the dedication, resilience and passion shown by everyone involved. We've worked hard to create a young adult programme shaped by lived experience, designed to break down barriers and truly engage the participants. We want young people to feel heard, whilst also creating opportunities for positive change – giving them the knowledge, tools and support to make confident choices for their future."

This recognition is a wonderful milestone in our mission to support young people in making confident, positive choices for their future.

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## Meet Andy: Arc Cinema's new superstar

### While Preston residents excitedly awaited the arrival of the city's new Arc Cinema, its recent opening held special meaning for new staff member Andy.

Living with disabilities which he says have majorly affected his life, getting a job at the cinema after more than a year out of work has been lifechanging – and he's already proving to be a massive box office hit.

Andy, 31, is autistic and has developmental dyspraxia. The conditions affect his joint strength and coordination, cognitive processing and some social cues. Yet Andy's friendly personality, enthusiasm, and hard-working nature shone through during competitive pre-opening group recruitment events for the new cinema.

"I knew I just had to keep trying," says Andy, who joined the Work and Health Programme North West, run by Ingeus, in late 2024. It provides tailored employment support to people with health conditions and disabilities, with specialist keyworkers providing both pre- and post-employment support.

"My confidence was really knocked, and I was struggling financially but Ingeus helped me with a new CV and interview practise. They encouraged me to open up about my conditions and focus on my strengths. My keyworker kept me updated on vacancies and I immediately knew the new Animate development would be an exciting place to work. I'm so thankful for all the assistance Ingeus gave me."

Andy now works as a customer service operative, selling and checking tickets, cleaning, and, of course, perfecting the art of the popcorn scoop. He's doing a super job according to Cinema Manager, Rodica Stoica:

"Andy's doing really well. He's great at talking to the customers and gets glowing comments on our social media reviews. He's a highly valued member of the team."

"It's been brilliant to be here from the beginning and attend the cinema's VIP opening," adds Andy, whose friendly nature saw him interviewed by regional radio and feature in local press coverage when filmmaker Nick Park attended the cinema's pre-opening event.

"I like helping customers and always doing my best; then people will want to come back. I'm proud to be here and enjoy coming to watch the films with my family and friends."

Getting back to work has been a great confidence boost and I'll just keep doing the best I can."

# Mum, career, people, purpose

### Dami is part of the Ingeus leadership team responsible for delivering the Restart Scheme to thousands of unemployed people across Central and West London.

It's a career path she was never destined to tread but is one she knows is where she's meant to be. That is of course, when she's not playing crazy golf with her five-year-old daughter. Working at Ingeus, she says, gives her the space to succeed at both:

"As a working mum, it's easy to feel that if you're succeeding in one part of your life, you're failing in others. Ingeus gives me the flexibility to balance a career and being a mum. I'm never made to feel like a failure at work because I have commitments at home," she says.

After deviating from her original life plan of a high-flying scientific career, Dami discovered her skill at talking to people and the satisfaction helping others gave to her, while also studying part-time for a master's degree. Finding work in the employability industry and subsequently joining Ingeus as a Business Manager in 2021 aligned her analytic, management and personable strengths:

"It was a game changer," says Dami, who is 32 and lives in Dartford. "The scale of Ingeus gives you so much personal potential to develop, while giving the maximum support possible to the participants on our programmes."

Promoted to Head of Delivery for the Restart Scheme just two years after



her arrival, Dami now oversees four Business Managers, with teams across Islington, Lambeth, Lewisham and Tower Hamlets.

"It was a big step up for me, but I was offered training and mentoring; all the backing to do it," adds Dami. "You can see that culture from the start, no one is unapproachable, everyone is aiming for the same goal, and you're working alongside world class people with experience and personalities you can't not admire. It's something I strive to emulate in my team, I enjoy helping people develop their strengths and find success."

That peer support is evident in everyday working life at Ingeus adds Dami:

"The wellbeing support is incredible. Our employee assistance programme has a button at the top of our Teams platform. It's there, at the top, above anything work related. There's an almost overwhelming selection of health-related discounts and vouchers, and a really active people partner network to ensure everyone is supported in any way needed."

"Ingeus has invested time, training and enthusiasm in me from day one – I knew immediately I was here for the long haul. As a woman of colour I'd also never seen such a diverse leadership team. To be a part of it, at my age, just shows that Ingeus is at the forefront of breaking those glass ceilings. It's amazing to be paid to do this."

# Blazing a trail for young people



**Young people can sometimes be unfairly stigmatised – but Ingeus Youth Voice Ambassador, Beth, is here to challenge that.**

A tireless volunteer and a passionate advocate for young people, 18-year-old Beth is a shining example of the positive contribution they can make to society.

Beth had just finished her GCSEs when she found out she had been selected as an Ingeus Youth Voice Ambassador. Her application stood out due to her dedication as a Cadet Operational First Aider for St John Ambulance and she says her work with Ingeus has subsequently enabled her to meet new people, learn new skills, and boost her confidence.

In her role with Youth Voice, Beth provides feedback on Ingeus' services, ensuring programmes are youth friendly. In the past, she has promoted National Citizen Service events, worked with young offenders, and was consulted on an e-learning programme

for 1,000 new staff members who work with young people. She's also helped to educate staff about the different kinds of stigma young people face.

Beth says: "Ingeus has given me the chance to attend conferences and network with other young people. It has given me a sense of professionalism and boosted my confidence. I'm here to help challenge negative beliefs about young people."

Volunteering for Ingeus has enriched Beth's CV and helped her move towards her goal of becoming an ambulance technician. She enrolled on a T-level health course at college and quickly made her mark, winning a Student Volunteer of the Year Award at the Good for Me Good for FE Awards, a national campaign celebrating community action. Beth has now been offered a job with her local ambulance service – and she believes her success is all down to the opportunities she has enjoyed with Youth Voice.

Through Ingeus, Beth completed a mental health first aider training course and has already put these skills to good use. She encountered patients in distress while volunteering overnight with St John Ambulance

in Leicester: "I had a few patients struggling with their mental health and having that training from Ingeus was amazing," Beth says. "It's given me the foundations to understand how to help people."

Beth has also gained employability skills while attending workshops for young people on the Restart Scheme – and has relished the opportunity to travel to different cities. "It's such a privilege to be able to travel with Youth Voice, going on the train to London or Birmingham or Manchester, it's a chance to explore new places and it motivates you to go out and do things. It pushes me to find new areas of interest and that's great."

Last year members of Youth Voice met to discuss plans for 2025 at a residential trip. Beth was able to try her hand at paddle boarding, canoeing, open-water swimming and archery. "It was a great team-building and bonding exercise," says Beth. "Lots of new people have joined Youth Voice recently and I am really excited because they can bring so much to the table. I have made new friends, and we are planning social events. Out of everything that Ingeus has given to me, making new friends is at the very top."

# Ingeus to be the headline sponsor at IEP Basecamp 2025



**Ingeus is proud to announce its continued support for the Institute of Employability Professionals (IEP), as the headline sponsor of IEP Basecamp 2025 for the third year running.**

IEP Basecamp is an annual event taking place this year on the 2nd October at The Lowry, Salford Quays in Manchester. It brings together

employability professionals from across the UK to share best practice, gain fresh insights, and strengthen the sector's collective impact.

Ingeus' recent achievement of Silver IEP Professional Excellence Status highlights its dedication to continuous learning and high standards. Sponsoring this year's IEP Basecamp is an opportunity to empower our sector to grow their skills and deliver improved outcomes for jobseekers.

Julie Graham FIEP, CEO of Employment Services for Ingeus, said: "Ingeus is committed to raising the bar in employability support. Our ongoing

partnership with the IEP reflects our belief in the power of professional development to transform lives not just for our teams, but for the people and communities we serve.

"IEP Basecamp offers a unique platform for frontline practitioners and first line managers to stay informed on the latest trends, tools, and techniques in the sector. By supporting this initiative, Ingeus continues to invest in the people who make a real difference every day."

Learn more about our employment services at [www.ingeus.co.uk/services/employment](http://www.ingeus.co.uk/services/employment)

## Quality Professional Awards finalists

**Ingeus was shortlisted for the 2025 'The Quality Professionals Awards: Further Education and Employability' in the category of 'Quality Collaboration of the Year' for its partnership with Cowry Consulting.**

The awards ceremony took place on the 6th June, which celebrated and promoted the achievements of quality and compliance professionals working in further education, skills, and employability. Being shortlisted highlighted the strength and impact of the collaboration between Ingeus and Cowry Consulting in driving excellence and innovation in the sector.

# From the Ark Royal to Ingeus: Sam's lifelong service



## As a proud signatory of the Armed Forces Covenant, Ingeus values the qualities and new perspectives veterans bring to our business.

We also respect the sacrifices and health toll that can come hand in hand with an armed forces background. Our employee resource groups include an active Armed Forces Network Group and its new lead, Sam, is a shining example of the selfless enthusiasm and team spirit that define many veterans.

Sam spent her early career as an ordnance weapons engineer with the Royal Navy. One of the first serving females to grace the decks of the aircraft carrier HMS Ark Royal, her public service scaled new heights as she progressed into 14 years as a police officer, then three as a prison officer. Changing tack to work in the charity sector ultimately led her to Ingeus' door in late 2024, having netted two national veterans awards along the way.

"I was interviewed by a fellow veteran for my Ingeus role and immediately felt a connection," says Sam, who works as a personal wellbeing advisor. "I've always wanted to help other people and I've been welcomed and encouraged in my role here. New ideas are supported, and life experience is listened to."

Despite hating her school's obligatory cross country runs, Sam turned to sport during her time with the police, realising its benefits in combatting isolation and her suspected post-traumatic stress disorder (PTSD). She subsequently qualified as a personal trainer, aged 50. She now promotes exercise with the people she supports leaving the criminal justice system and has recently recommended and introduced boxing sessions for 18-25 year-olds on her caseload.

When the opportunity arose to lead the Ingeus Armed Forces Network Group, Sam jumped at the chance – fully supported by her manager.

"I'm passionate about supporting veterans and their families," adds Sam, who is also an area welfare officer for the Royal Navy Association. "I love leading the network group; veterans like talking to veterans, we

share a similar sense of humour and understand the challenges of adapting to civvy street. Anyone who has served a single day in the Forces is classified as a veteran. I'd like to raise awareness and ultimately build a team of Armed Forces Champions across Ingeus. I'd also like to lead us through the higher levels of the Armed Forces Covenant and give Ingeus the recognition it deserves for enabling veterans' careers."

Away from work, sporty Sam flexes her muscles organising Armed Forces Day events in her Sunderland hometown – which is a huge recruiting area for the Services.

"We're planning a whole weekend of fun activities, including a military vehicle display. It's a chance to show our support for the men and women who make up the Armed Forces community, from currently serving personnel to families, veterans and cadets.

"I'm so lucky to have the opportunity to support a cause I love, both at work and home," Sam concludes.

# Proud, supported, employed: Daniella's story

## Surrounding yourself with books isn't every dyslexic person's dream job but for Daniella, starting work in the book department of WH-Smith back in 2018 marked the start of a much happier chapter in her life.

Seven years on, having weathered a pandemic and gender reassignment surgery, she's still happily advising travellers searching for a good read as they pass through the Paddington Station store.

"I'm a real people-person and like chatting to the customers," says Daniella, who was originally supported into work at the shop by the Central London Works Work and Health Programme. "I process deliveries, set up displays and serve customers.

"As a trans person, I'm supported by my company, the people around me, all the station staff. It's a good place to be."

Daniella began living fulltime as a transwoman in 2016 and after a longstanding career as a theatre sound and lighting technician, vividly recalls the social depression she experienced as she fell out of work. Unemployed for two years and with her mental health and finances seriously deteriorating, Daniella was referred to Central London Works for support. Delivered by Ingeus, Daniella found



the practical and emotional help she needed to move on:

"The Ingeus advisors were professional and friendly and immediately put me at ease. Nobody wants to be seen in a bad light or to feel like they're being punished for being unemployed. The one-to-one sessions helped build trust, I was seen for who I really was, rather than hiding behind an online form. I quickly felt confident enough to be open about myself and look at fresh opportunities."

The Ingeus team put together a tailored package of help for Daniella including employability, health and IT support. When she successfully applied to WH-Smith, she was ready to return to work, initially part-time, progressing to full time in 2019. Furloughed during the pandemic and with a phased return to work in different stores following her gender reassignment surgery in 2020, Daniella's now back at the busy Paddington store.

"Starting part time really helped me transition gradually into working life, while also undergoing my hormone treatment and associated counselling," adds Daniella, who celebrates her 60th birthday in 2025. "The Work and Health Programme helped me a lot, the support I was given was of real benefit, at a difficult time for me. Programmes that support people to find and maintain work, while recognising their health and mental health issues, are 100% needed."

"My life has not always been easy, there have been some very dark periods where my debts just overwhelmed me. My job gave me financial security for the first time since the 90's. I'm accepted and supported and meet some really interesting people."

Daniella's love of books extends to home, where she enjoys everything from fantasy fiction to historical biographies. She also enjoys puzzles, painting, and writing and is an enthusiastic advocate for trans rights.



# Getting to know you...



## Don Rouse

Senior Employment Advisor in NHS Talking Therapies

"I'm a Senior Employment Advisor in NHS Talking Therapies, based in Newham, East London. I have the privilege of co-managing a team of wonderful and talented individuals who share a love for a beautiful, fun, and efficient working life, I absolutely adore them!

I joined Ingeus in 2021, which I often describe as my career and life rescuer after three very different paths in acting, communications, and business management. Ingeus has given me something I've always longed for: a true sense of purpose.

I began with the Restart Scheme, what I fondly call my "Ballet Years" — where I learned so much about the richness and diversity of people. Now, I'm part of the Employment Advisors in Talking Therapies team, a role that's fast-paced, creative, caring, and incredibly close to my heart. I'm also a Mental Health Practitioner, and I feel deeply grateful to be doing work that matters every single day."

This month we stopped to take a minute to find out more about Don and his role at Ingeus.

## From neurodiversity to neuroinclusion

Melisa Cunningham, Ingeus' Employee Relations, Diversity & Wellbeing Specialist, took centre stage at the CIPD Festival of Work on 11th June, joining forces with our partners at Everway to spotlight the power of neuroinclusion in the workplace and beyond.

Together, they delivered an inspiring session: 'From neurodiversity to neuroinclusion: turning awareness into action' sharing the journey of how Ingeus' launch of Everway's Read&Write tool across the business to better support both employees and customers.



The presentation brought to life the practical steps Ingeus is taking to create a more inclusive workplace and showed just how impactful collaboration can be when it's driven by purpose.

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

#### Sunrise or sunset?

I like both: Sunrise, to reflect ahead; Sunset, to be grateful - and for the colours.

#### Fruit or vegetables?

Both, again! Besides, most of the plants I like are hybrids (like me): tomatoes, peppers, aubergines, avocados...there are quizzes about that: veggie or fruit?

#### Book or movie?

There's a time for books (I love my Kindle, although it would take me a lifetime to read all the titles I have downloaded - but Headway [succinct book reading] has come to the rescue, recently); and I adore a good movie: as a former professional actor, I go for films that make me forget about the locations, lighting, bad acting deliveries - and just enjoy the story. Interstellar and obscure auteur movies are my mindful escape!

#### City or countryside?

City from Monday to Friday (I need the urban - and urbane - buzz); Countryside at any time off: I'm a country guy at heart!

#### Text or call?

Text, absolutely. Less intrusive. You can ponder on the content. You can get annoyed at the bad spelling (I'm a Grammar Warrior).

#### Summer or winter?

Summer for the clothes; Winter for the vibe. Had I been born in the Southern hemisphere, of course I would eat my words!

#### Tea or coffee?

Mint tea to relax; coffee when my energy levels require it.

#### Cats or dogs?

Dogs. The epitome of empathy. They are very clever creatures, pretending to be unclever. I am fascinated by cats but we are mutually suspicious of each other!

#### Pizza or pasta?

I am partly Italian. I spent many years of my life in that country but I very rarely ate either, there. Since moving permanently to the UK, I can see we eat more pizzas and pasta than in Naples! So, I eat both. But I mostly have to cook pasta: my way, my recipes.

#### Driver or passenger?

Passenger. I love observing and being chauffeured around gives more opportunities to absorb the world going by!