

## Ingeus wins two ERSA Awards



### Ingeus had a great night at this year's Employment Related Services Association (ERSA) Awards.

Kateryna Rybchenko won the Outstanding Participant of the Year category and Restart Scheme Career Coaching won for the Progression in Work category.

In total, Ingeus had an amazing five finalists at the awards which celebrate the top performers in the world of employability. The winning award entry for Outstanding Participant of the Year covered Kateryna's remarkable achievements as an exceptional jobseeker.

Kateryna's life changed dramatically when the war in Ukraine began. Initially in disbelief, she soon faced fear and fled to the UK, experiencing post-traumatic stress disorder (PTSD) while worrying about her family. Settling in Bolton, she struggled with English and job applications but found support through the Restart Scheme. Her advisor, Sam, helped her improve her skills, secure a voluntary role, and eventually land a job as an apprentice theatre assistant. Now, Kateryna and her mother are building a new life in the UK, grateful for the support they've received and finding joy in their new community.

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**Kateryna receiving the 'Outstanding Participant of the Year' at the ERSA Awards**

The winning award for the Progression in Work category highlighted the impact of Ingeus' Career Coaching services delivered as part of the Restart Scheme, which Ingeus delivers in Central and West London, and Greater Manchester on behalf of the Department for Work and Pensions. Career Coaching empowers our professional participants to pivot their careers, maintain their professional standing, and thrive in new roles or industries.

Our other nominations to make the final shortlist were: Simone Langley for Frontline Manager; our InWorkGM Partnership for Health Solutions for Work; and our collaboration with Cowry Consultants for the Driving Compliance, Quality and Performance category.

Julie Graham, Ingeus CEO of Employment Services, said: "The ERSA Awards are so important because they showcase the vital work the sector does in supporting thousands of people from widely diverse backgrounds into employment or training.

**"To be shortlisted in so many categories, judged by sector specialists, is a huge achievement, and for Kateryna and Career Coaching to win is a matter of immense pride for all of us at Ingeus."**

ERSA CEO Elizabeth Taylor said: "Picking winners from so many compelling entries is both challenging and inspiring. It underlines how vital the sector is not just to the individuals we support but their communities and those UK businesses in desperate need of employees to Get Britain Working."



# NCS: A high note for Cyrus

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**From performing in a countywide orchestra to competing with his dance crew, 16 year-old Cyrus knows a fair bit about being in a team.**



Yet it took a climb up a Jacob's Ladder high rope course during his National Citizen Service (NCS) residential trip to truly understand what pulling together can achieve.

"I am petrified of heights; my friend pretty much dragged me up to the top which I was so thankful for... I've done it again since," laughs Cyrus. "Teamwork is key – 100% – I wouldn't have got up that ladder without my friend. I can take that back in, become a team player in my orchestra and we can get a lot more done."

Cyrus, who is also an accomplished drummer and athlete, attended the Kingswood outdoor adventure site in Bembridge on the Isle of Wight for his summer 2024 NCS residential experience. Delivered by Ingeus and its partners, the away-from home adventures for 16-17 year-olds build resilience, confidence and friendships in equal measure. The five day trip included the zip line, aeroball, 3G swing, and citizen's aid, including learning to tie knots – a new-found favourite for Cyrus.

Attending with fellow students and staff from Hoe Valley School 6th form in Woking, the trip was, says Cyrus, a chance to get to know new people at school and learn valuable life skills, while enjoying the 'fantastic' breakfasts:

"The communal eating... Even people I don't know, I've had conversations with and got to know them better. It's a fantastic friendship making thing three times a day, it's just an amazing time."

Cyrus is now studying biology, PE, and music performance BTEC, and is thankful for the opportunities NCS provided him:

"It's an eye-opening experience," he concludes. "You get to experience new things you might not have done, with different people, and you just learn a lot. It's great for life skills."

"I would describe NCS as fantastic, it's so much fun and I'd recommend it to anyone."

# Ingeus celebrates over 4,000 job placements in Central London

This month we launched our Central London Works (CLW) 2023/24 Impact Report at an event held at the Guildhall in the City of London.



“I was unsure what Pioneer could do for me, but it’s been an incredible support in my transition back to work. I finally feel useful, valued, again.”

The event brought together over 80 senior government officials, local councils, employability professionals, and community partners to celebrate the achievements of the CLW Work and Health Programme (WHP) and the WHP Pioneer pilot over the past year.

The report demonstrates the success of WHP Pioneer pilot, which achieved 128% of its job starts target through using the Individual Placement and Support (IPS) model.

Ingeus’ local team has provided support to 8,274 Londoners who joined WHP and WHP Pioneer to receive specialist employment services since January 2023. 4,401 people successfully secured employment as a result of the support. Six of the newly employed customers attended the event to share their own personal success stories.

Army veteran, Francis Foley, who lives with paranoid schizophrenia, shared his experience:

Nakisha, fled to domestic violence, found herself homeless, had a premature baby born at 23 weeks with 6 months in hospital, whilst living in temporary accommodation, described how they overcame significant challenges with WHP support: “I didn’t know how to give back, but I wanted to. Jobcentre Plus referred me to Ingeus. I got a job in a SEN school which I am

so happy about as I am able to give back. I recommend Ingeus, they have patience and they give the time. I have never known anything like it."

Representatives from Hackney Food Bank, Goldstar Collective, and Hackney Supported Employment Team relayed how local partnerships with Ingeus have empowered them to better serve community needs.

Esther Sterngold, Director at Goldstar Creative Marketing said "The impact of Ingeus is incredible. We started with 20, in 2023-2024 we had 40, today we are supporting 80 young girls. Out of 60 women from

the Goldstar collective who have completed the pioneer programme 80% have gone on to secure work."

Ray Gray, Operations Director for Ingeus, emphasised the importance of collaboration: "Forging relationships with community partners is key to maximising the impact of current and future employability programmes in London. By working together, we are making a positive difference to the lives of many, fostering economic prosperity and community growth."

The event underscored the significant impact of

the CLW programme and Ingeus' ongoing commitment to supporting Londoners in achieving sustainable employment.

**Scan the QR code to read the report:**



# John keeps his eye on the ball



**Supporting young players, including his three sons, to hone their footballing skills is large part of, Employment Specialist, John's life.**

He's coached youth squads near his home town of Bury for many years and plays in a five-a-side team himself. It was this passion for coaching others, plus a 15-year spell as a prison officer, that led him to recently set his sights in a new direction and join Ingeus.

"I left the prison service just as the pandemic hit,

then went to work for a telemarketing company but it wasn't my thing," explains John. "I needed to get back to something that benefits others, with the flexibility to continue with my football commitments. Luckily, I've found just that here at Ingeus."

As an Employment Specialist for Pioneer, part of the Working Well Work and Health Programme, John will be instrumental in supporting people with significant barriers into work. Having spent his first few weeks shadowing colleagues

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and undertaking training, he's been keen to utilise the many Ingeus resources available, such as the internal professional development platform iCareer, to quickly get match fit.

"There are so many topics to delve into on iCareer, it's very comprehensive," he says. "I've completed some of the online psychometric tests and particularly like the different formats the training is provided in – there's videos, articles, and interactive presentations.

"It's been a long time since I did my prison officer training and it was very much a case of doing it and then getting on with the job. It's been brilliant to be able to refresh my learning and fill some gaps. I'm especially interested in the neurodiversity training as I know that will help me work more effectively with some of my Pioneer participants. It's also clear that ongoing learning is part of everyday working life here at Ingeus."

Ingeus colleagues can access resources on multiple topics, from data protection, information security, and safeguarding, to equality,

diversity and inclusion, and detecting unconscious bias.

John concludes: "Accessing iCareer and learning more about what Ingeus does has opened my eyes to the range of roles I could possibly be suited for in the future. I'm ambitious and am keen to see where my training leads.

"I think my background leans toward helping people with multiple complex needs, although I've been blown away with the talents of the training team so would perhaps look to move to a training role myself – away from a rainy football pitch this time!"

# Positive Pathways Graduation celebration

**Positive Pathways is a research project learning which interventions provide the best and most impactful support to young people in the West and East Midlands, helping to inform future policy.**



It aims to help educate, motivate, and inspire young people to change their negative behaviours, get back on track and move towards a safer future.

Ingeus were proud to host the first Positive Pathways graduation event at Teamworks Karting venues in Birmingham and Nottingham. These events provided a wonderful opportunity for parents, guardians, friends, and family to come together and celebrate the achievements of the young

people who have recently successfully completed their Positive Pathway.

As well as acknowledging everybody's outstanding efforts and accomplishments over the course of the project, there were prizes for the fastest three participants on the track!

The ceremonies were filled with heartfelt stories and reflections on the residential experiences and the overall programme.

Initially feeling constantly stressed and finding life challenging, Macey's experience on the programme and residential and working with her mentor, Mirren, led to significant growth in her confidence. At the celebration event, Macey's mother shared: "Macey has never left my side for 16 years and you wouldn't class her as independent in any way. For Macey to go away for one day - never mind five days - it's a miracle. I'm so happy that she pushed herself.

**I think it's brilliant what you do at Positive Pathways. She's opened up so much to her mentor, Mirren, they get on so well. It's lovely to see."**

She hasn't stopped talking about it. You can see that she has changed before and after.

Robert Bainbridge, Team Manager at Ingeus, said: "Positive Pathways is all about learning new skills and challenging yourself at such a pivotal age. The residential experiences, as well as the celebration events, showcased what Positive Pathways is designed to do: help young people thrive in life. Whether that is building confidence by challenging themselves to do something they thought they couldn't or being given advice on how to make the most of the tools and connections to build towards



a bright future. With the team of exceptional mentors, they continue the mission to provide young people residential experiences to learn skills and conquer barriers that typically would prevent them from accessing services or taking part in activities that would help develop their potential."

**For more information about Positive Pathways, please contact the team at [positivepathways@ingeus.co.uk](mailto:positivepathways@ingeus.co.uk) or alternatively use the QR code below to refer a young person.**



# Yule look great! Bringing festive cheer

Teams across Ingeus got into the festive spirit over December enjoying activities including Christmas Jumper Day, community events and donating gifts for charities!

Teams showed off their Christmas jumpers across our centres.



CRS Yorkshire and Humberside team



The Working Well Work and Health Programme Oldham team



The Working Well Work and Health Programme Greater Manchester team



Employment Advisors from Work and Health Programme Shona Terry and Tegra Jacques in the York centre



The Cumbria team from Pioneer programme took part in Mission Christmas Cash for Cumbria Kids, a charity that looks after families in poverty and disadvantaged children, helping to donate money, gifts and time to wrap presents for children in the local area. Thanks to the team and others who contributed, Cash for Kids Mission Christmas 2024 helped 5,149 local children wake up to Christmas gifts!

Our justice team in Humber spent their Community Giving Day at Hull Vineyard, serving 3-course Christmas dinners to the local community! Hull Vineyard is a local church that offers a wide variety of support, including food banks for those in need, essentials for newborns and young children, and a weekly soup kitchen. Katie, Partnerships Manager, said: "It was heartwarming to see so many people come together for a warm meal and friendly chat. We are lucky to have the opportunity to give back to our local community as part of Ingeus' Community Giving Days."



Instead of receiving Secret Santa gifts, our Restart Scheme team in Bolton decided to give and donate gifts. They donated nearly 40 gifts to Dunelm's 'Deliver the Joy' campaign supporting local charities in the area to spread some Christmas Joy.



The Commissioned Rehabilitative Services (CRS) Personal Wellbeing team in Nottinghamshire decided to do a different type of 'Secret Santa' so instead of buying random presents for each other, they bought and wrapped a gift for a child in aid of Broxtowe Community Projects. Broxtowe Community Projects supports anyone living in the Broxtowe area with food parcels for both humans and pets and has a nappy and baby formula bank. They also run warm banks throughout the winter providing safe warm spaces, hot meals and activities for families such as crafts to complete.



# Chase goes from strength to strength

It took a three-year spell in Broomfield Prison for Chase, now 22, to discover his passion for weightlifting.



Finally finding an outlet for his anxieties and ADHD, he participated fully in prison courses and gym work, aspiring to a personal training career on release. Yet navigating the technology and financial strains of modern life soon proved to be a workout of its own.

“I thought I could sort everything out myself,” says Chase, who found himself with historic court fines and no photo ID or bank account after leaving prison in late 2023. “I was 18 when I went inside, a kid, then I come out to adult life with nothing except fines I can’t pay. I hate having to set everything up online, it gets overwhelming.”

Chase, was referred to the Ingeus Finance, Benefit

and Debt team for help. Part of the Ministry of Justice’s Commissioned Rehabilitative Services, it provides professional money management advice to participants referred by the Probation Service in a bid to prevent debt issues leading them back to criminality. Appreciating that Chase was uncomfortable in groups, advisor Jo met Chase face-to-face and wasted no time in tackling his pressing problems.

First step was to create a new universal credit account for Chase to access benefits, requiring ID documentation funded by Ingeus. She accompanied Chase to open a bank account at a local HSBC branch and helped him

unlock his PIN and banking App. Liaising with Jobcentre Plus, the courts, and debt agencies on his behalf, Jo was able to help Chase navigate his past fines and excuse himself from compulsory groups which were causing him severe anxiety. She’s also worked with Chase, building up trust and a friendly rapport, to help him stay calm and avoid confrontations in frustrating situations. The next step is funding an application for a provisional driving licence and signposting Chase for further support with his gym work aspirations.

“I want Chase to succeed – he’s an intelligent person but struggled to patiently break down the persistent barriers he faced,” explains Jo, a Finance Benefit and Debt Advisor for Shrewsbury and Burton. “He just needed someone to help navigate the paperwork and systems. Having his court fines immediately reinforced with initially no income whatsoever was a major challenge that I’m delighted we could help him with.

"The world of logins, lost passwords and online gateways is not for him. Having his own bank account for the first time was a big deal; he was thrilled.

"Chase can struggle with his focus but he's always polite

and engaged well with me. He's now motivated to move to a new area, find a gym job and turn his life around."

"I wouldn't have what I do now without Jo," adds Chase, who has recently signed for a local Sunday league football

team. "I have structure and can find focus at the gym, not worrying so much about all this in the background. I can help my mum out and make plans – learning to drive is next on the list."

# Sunderland Lived Experience event

**Ingeus welcomed 200 attendees to the 'Value of Lived Experience' event: Challenging the Myths Behind Employing People with Convictions at Sunderland Council's City Hall on 18th November.**



The event provided an opportunity for training and employment organisations across the region to learn about employing and retaining people with a criminal record, receive advice on how to support individuals, and listen to stories from those with lived experience.

Panel discussions and interactive activities featured guest speakers including Helen Judge, HM Prison and Probation Service (HMPPS) Area Executive Director

for the North East, Dr. Jo Easton, Director of Policy and Advocacy at Unlock; Rachel Anderson, Assistant Director of Policy with the North East Chamber of Commerce; Helen Judge, HM Prison and Probation Service (HMPPS) Area Executive Director for the North East; Sarah McPhie, Head of Relationships at Feeding Families; Laura Smith, North East Broker for New Futures Network; James Stoddart, Programme Manager for The Oswin

"It really helped put into perspective why we do what we do and the impact it can have."

Project; Mike Butterwick, Head of Talent Acquisition for ALTRAD; and Peter Robinson-Vernon, Clinical Supervision Manager for Able Futures.

The day concluded with Peer Mentor Awards, showcasing the achievements of Ingeus' current Peer Mentors and the positive impact of their personal journeys.

# Getting to know you...



**Dominic Meadowcroft**

## This month we're getting to know Dominic Meadowcroft from our Marketing & Communications team.

"I oversee and manage marketing for the youth services at Ingeus. This includes all the assets, digital campaigns, content, photography and videography. I also get to use my skills to support other areas of the business too.

The thing that I love the most about working at Ingeus is seeing the change that we have made to thousands of individuals. Going out onto the NCS away from home experiences over the past two years, you can see first-hand the difference it makes from each young person from the beginning to the end of the week!

On a personal note, travelling to places I wouldn't have even imagined before arriving at Ingeus has been an incredible experience, from the heights of the lake district, all the way down to Cornwall & the Isle of Wight; Ingeus has provided me that opportunity and I'm excited to see what comes next!"

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

**Sunrise or sunset?**  
Sunset

**Singing or dancing?**

Singing (Don't ask me too though)

**Fruit or vegetables?**

Fruit

**Cats or dogs?**  
Dogs

**Book or movie?**

Movie

**Sweet or savoury?**  
Savoury

**City or countryside?**

City

**Driver or passenger?**

Driver

**Text or call?**

Text

**Adventure or relaxation?**

Adventure



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