



HIP hip hooray, for Greater Manchester

Over 80 representatives from local councils, charities and community partners gathered alongside employability professionals at the Friend's Meeting House in Manchester on Friday 31st January.

The event celebrated the achievements of the Health, Independence and Progression (HIP) pilot delivered by InWorkGM partnership, led by Ingeus as part of the Working Well: Work and Health Programme.

Funded by the Working Well Community Investment Fund, the HIP pilot ran in Bury, Manchester, Rochdale, Tameside, Trafford and Wigan from April to September 2024.

Designed to enhance the life and employability skills of people who are long-term unemployed and living with a health condition or disability, HIP involved a week-long series of workshops and work experiences delivered by local businesses and community partners.

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Participants from the Working Well: Work and Health Programme and Working Well: Pioneer programmes took part in activities including preparing and cooking a meal, gardening, DIY, health and fitness and mindfulness, as well as practical work experiences such as fork-lift truck driving. These experiences enabled participants to try new things in a safe space, alongside their peers, boosting their confidence whilst developing team building and communication skills.

Of the 67 volunteers who completed the course, 75% reported improved mental wellbeing, 56% experienced increased self-esteem and 33% have already secured employment. This achievement

is attributed to the collaborative efforts of local charities, support organisations, learning establishments, and employers. Following the success of the initial pilot, Ingeus ran an enhanced HIP course in Oldham, training participants to become Teaching Assistants to help address local labour market shortages.

Morgan Frost, Programme Manager in the Inclusive Employment team at GMCA praised the pilot's success, stating, "The HIP programme has shown how community collaboration can transform lives and enhance employment prospects for people across Greater Manchester, and is a good example of how the family of Working Well services

in GM continue to support and improve the lives of residents."

Since 2018, the Working Well: Work and Health Programme and Working Well: Pioneer programmes have provided specialist employment support to over 31,000 people living with a disability or long-term health condition to progress towards employment, with over 14,000 moving into employment so far. Ingeus is committed to working with community partners to explore new and innovative ways of supporting unemployed people from disadvantaged groups to achieve their work goals.

Nicola Wood, Head of Delivery for Ingeus, said "Forging relationships with community partners is key to maximising the impact of employability programmes in Greater Manchester. By working together, we are making a positive difference to the lives of many, fostering economic prosperity and community growth."

"The HIP programme has shown how community collaboration can transform lives and enhance employment prospects for people across Greater Manchester"



Hackney Foodbank is anticipating that 2025 will be its toughest yet. In 2024 the charity distributed the equivalent of 250,000 meals from its six distribution centres and mobile food bank and has seen demand rise by 30 per cent.

"It is alarming," says Head of Communications and Fundraising Jenna Fansa, "but we don't want to be a sticking plaster by purely providing meals for those in desperate need."

"We want to help people move on in their lives, so they no longer need to visit us. We'd like to see an end to food banks altogether."

A step towards that goal came after Ingeus colleagues from its Central London Works Work and Health

Programme Pioneer volunteered to spend a day helping at the foodbank's warehouse. When asked what other help Ingeus could give, Jenna said the one thing they wished for was another caseworker.

The response was to have a second caseworker, Valentina, to be based three days a week at the Hackney centre. She offers employment support including how to compile a compelling CV, setting up practise interviews and advising on the most effective way to find and apply for jobs.

She also passes these skills on to the foodbank's own caseworkers and, in return, learns from them about how to ensure people are receiving the benefits they are entitled to.

"We call her our Ingeus angel," says Jenna. "It's a dream come true. It's hard for us to find money to spare for this kind of support but Valentina's help enables broader support for the people who depend on us."

Paul Russell, Ingeus Senior Partnership and Integration Manager, said supporting Hackney Foodbank was just

one of the ways the Pioneer service had embedded itself in the community.

"Engaging residents in the programme, which finds jobs for those facing significant barriers to employment and continues to support them once they have started work, was always going to be one of the hardest challenges", said Paul.

"We had 19 full-time team members in the community, identifying and engaging London residents, attending job fairs and working with more than 100 community organisations including mosques, food banks, community and youth centres, charities and housing associations.

"Working with Hackney Foodbank is a brilliant example of the impact that true community engagement and partnership development can have on residents. All organisations delivering support to those most in need in our communities need to work together to form cohesive ecosystems of support. The Ingeus and Hackney Foodbank partnership provides a blueprint in best practice that can be replicated across London and the UK."

HM Treasury visit to Lambeth Centre



Ingeus hosted the HM Treasury Team at the Lambeth centre to showcase the vital work of the Department for Work and Pensions' (DWP) Restart Scheme, delivered in Central London by Ingeus.

The visit was a great opportunity to provide a firsthand look at how our dedicated advisors, trainers, employers, and partners collaborate to tackle key challenges and address barriers at a local level to help unemployed individuals secure sustainable, meaningful employment.

Our teams shared some of the inspiring stories from those that we have supported, as well as our innovative ways of working to enhance our delivery.

Free dentistry helps jobseekers smile again

Free dental treatment that supports jobseekers in their quest for employment is also giving student dentists vital training in a scheme involving the Ingeus Working Well: Work and Health Programme (WWHP) team in Manchester.



The initiative brings together people whose poor oral health causes acute pain, and saps their confidence in trying to secure work, with dental students finding it difficult to gain useful experience with patients.

Jobseekers who do not have access to NHS treatment and are unable to afford private alternatives are being referred by Ingeus caseworkers to the Roots to Dental (R2D) programme.

The WWHP team was the first to offer participants access to R2D in partnership with the Greater Manchester Combined Authority (GMCA) through its Working Well initiative. It has put forward 280 people for free dentistry such as routine check-ups, extractions, root canal work and dentures.

The work is carried out by students at the School of Dentistry at the University of Manchester, overseen by qualified dental tutors.

The impetus for the scheme, says Tom Britton who leads GMCA's Working Well services, was research that highlighted health inequalities in the region such as:

15%

(4,000 people) on the WWHP had dental issues

2,700

were embarrassed to smile

11,000

had no regular access to an NHS dentist

"You can see the transformed demeanour and confidence of people who have been treated. Having all this expensive dental work done would be beyond the realms of possibility for most of our WWHP participants, many of whom come from disadvantaged communities."

Laura Rodger, Lead Senior Health Practitioner for Ingeus' Greater Manchester WWHP programme

He says: "The greatest success of R2D is the connection between work, health and skills in terms of addressing the dental needs of people, improving their prospects of getting and keeping jobs and growing our own dentists of the future. I'm not aware of anything similar elsewhere in the country.

"We are also alleviating pressure on an NHS dentistry system that is struggling."

Among the first to benefit from the scheme was Ingeus WWHP participant Julie. The 52-year-old single mum of three sons had been unemployed for more than a year after tendonitis in her arms meant she had to give up her work as a carer.

Her job search was made harder by a dental problem and lack of access to NHS treatment.

She says: "My teeth just started to fall out so I couldn't eat solid food. I lost weight and I was in pain. I had zero confidence when it came to talking to people, meaning I thought I needed to avoid customer-facing jobs.

"I asked my WWHP Ingeus keyworker Janice if she could help and she referred me to the Roots to Dental scheme.

"The students made me feel welcome and not uncomfortable

about the way I looked. I had six teeth removed and a new set of dentures fitted.

"I used to cover my mouth when I spoke to people but the dental work gave me a lot more confidence when it came to speaking to people face-to-face, such as job interviews."

Julie secured a position as a reablement support worker, helping people to regain their independence after leaving hospital, and says: "I don't think I would ever have got my teeth fixed without Roots to Dental."

Her new-found confidence meant she was able to attend a R2D celebration event sharing her story, prompting a letter of thanks from Mayor of Greater Manchester Andy Burnham who said her courage in coming forward was inspiring.

Praise for the role of the Ingeus team came from Sarah Hardman, a Directorate Manager at the University Dental Hospital, who says: "Their enthusiasm and support given to staff and students was invaluable, enabling the programme to be a success."

Tom Britton adds: "The key to the success of the scheme has been the skill of caseworkers in identifying participants' needs and supporting them to take up the R2D offer despite any anxieties they may have."

Being there for others



Brew Monday

Our teams gathered both virtually and in person this month to transform “Blue” Monday into Brew Monday.

To counteract ‘Blue’ Monday, often regarded as the most depressing day of the year, Brew Monday encourages people to connect with others over a cup of tea or coffee and check in on each other.

Colleagues took some time out of their day to come together, sharing how a simple cup of tea and a chat can positively impact their mental health. Let’s keep the support going!

This initiative, led by the charity Samaritans, aims to promote better mental well-being and combat the winter blues.

Able Futures resilience workshop

Able Futures, in partnership with the Department for Work and Pensions (DWP), delivered a workshop for entrepreneurs and small business owners on ‘Building your resilience as an entrepreneur’.

Miriam Mintz, Ingeus’ Clinical Supervision Manager, shared insights into the importance of resilience, managing stress and anxiety, and finding work-life balance to maximise potential.



Ingeus sponsors the Disability Smart Awards 2025

Ingeus is pleased to sponsor the Business Disability Forum Disability Smart Awards 2025 in the Disability Confident Award categories for the second year in a row.

The Disability Confident Awards recognise how an organisation has adapted its practices in new and innovative ways to ensure inclusion and breaking down barriers for disabled employees. As a Disability Confident leader, we are proud to be championing pioneers of inclusive workplaces.

Finalists will be announced on 7th March, and winners will be announced during the ceremony on 29th April.



Youth Voice Ambassador wins “Volunteer of the Year”



Ingeus was proud to celebrate Ingeus Youth Voice Ambassador, Beth Williams, receiving the ‘Volunteer of the Year’ award at the Me Good for FW awards in the House of Lords.

Beth shared her excitement: “I wanted to say a massive thank you to Ingeus for giving me so many opportunities and experiences I never even knew were possible. My work with Ingeus overall is what made me win the

award and I have learned an awful lot in the last year.” Beth is part of Ingeus’ Youth Voice which is an ambassador programme designed to give young people aged 16-25 a platform to use their voice to empower their future and influence positive change.



Journeys in justice

In partnership with Prison Radio Association, Ingeus’ justice services has just launched the ‘Transition and Hope’ podcast series.

Designed for people in prison to showcase the support available from organisations like Ingeus, the series focuses on the opportunities for transformation that are within reach as they progress through their sentences. While transition can feel uncertain, it also presents a powerful chance to create a truly working future. Hear personal journeys, hopes, and aspirations of people in the criminal justice system, highlighting how ‘Transition and Hope’ play a vital role in helping individuals move toward freedom and new beginnings.

Scan QR code to listen now.





Getting to know you...



Charley Eatch

Youth Engagement Mentor

This month we're getting to know Charley from the Positive Pathways team and her role as Youth Engagement Mentor.

"I absolutely love making a difference and this role has really allowed me to create positive relationships with young people who are at risk of committing offences or who might have already gone down the wrong path.

After working in Probation for a few years, I realised the importance of early intervention and took the leap over to Ingeus to support those young people who are most vulnerable.

"I have loved helping young people get into work, make new friends and most importantly see their potential."

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

Sunrise or sunset?

Sunset for sure (I don't like early mornings!)

Fruit or vegetables?

Probably vegetables at the moment.

Book or movie?

Definitely movies.

City or countryside?

Probably the countryside, it's much more relaxing.

Cats or dogs?

Dogs 100%

Adventure or relaxation?

Adventure, I don't like sitting still.

Singing or dancing?

Singing - especially karaoke.

Text or call?

Text! I think there's a problem when someone calls me!

Sweet or savoury?

Sweet

Driver or passenger?

Passenger