

A little less conversation, a little more action



Ingeus partnered the Department for Work and Pensions and Channel 4 in March, inviting businesses to the latest Disability Confident event to discuss how we can work together to close the disability employment gap.

Open to all employers, the event shared how businesses can join the movement of change in thinking differently about disability and the actions needed to improve the recruitment, retention and development of disabled people.

Facilitated by Holly Addison, Partner, CEO and Board Practice at Leathwaite Executive Search and Co-Founder of Balance

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the Board, the afternoon began with an introduction from Giles Barker, Workplace Disability Lead at Channel 4. Mims Davies MP, Minister for Disabled People, Health and Work, shared her priorities for disability employment and the promotion of the Disability Confident scheme, followed by a variety of speakers sharing their experiences, including Diane Lightfoot, CEO Business Disability Forum; Jamie Ward, Head of Learning & Development at Channel 4; Ollie Thorn, Head of Partners at Moving Ahead; George Graham, CEO Humanity Inclusion; Corie Brown, announcer at Channel 4; Jason Diederich, Clinical Operations Director for Ingeus, and Lindsay Mann, New Business Director for Ingeus.

Ian Milton from the Department for Work and Pensions shared how the Access to Work scheme can support employees with appropriate workplace adjustments beyond reasonable adjustments.

If you missed the event, you can still join the conversation!

Read more about becoming Disability Confident at <https://ingeus.co.uk/for-business/disability-confident>.

Find out how Ingeus can help employers on their journey at <https://ingeus.co.uk/for-business>, and read our first People Power: Disability Confident Case Studies.



Recognising excellence at The Butler Trust Awards



The Butler Trust's 2024 Annual Award Ceremony took place at St. James's Palace in London on the 19th March.

Attended by representatives from prisons, probation services and justice services, the ceremony showcased the commitment of individuals within the sector, giving them thanks and recognition for their roles.

The ceremony was hosted by HRH The Princess Royal, who has been a Patron of the Trust and has hosted and presented

the awards every year since its inception in 1985.

Ossian Hawkes, Head of Service Excellence at Ingeus was invited to attend the event, meeting Patron of The Butler's Trust, HRH The Princess Royal:

"The Butler Trust awards is an amazing event recognising the, often overlooked,

lifechanging work that happens every day across prison and probation services.

For many involved in prison and probation delivery, including colleagues in Ingeus' Justice services, it is more than a career, it is a calling to serve. This resonated as we heard from the worthy nominees and winners of these awards."

"The Butler Trust awards is an amazing event recognising the, often overlooked, lifechanging work that happens every day across prison and probation services."

Meet our team: Supersleuth Claire finds her perfect job



Claire Beardshall is a target-busting case worker for Ingeus' Commissioned Rehabilitative Services, supporting men in custody and on probation across Yorkshire and Humber.

Not the obvious role perhaps for someone who spent 20 years working in hospitality – latterly as a London pub landlady – but then Claire is far from typical.

Finally following her lifelong interest in crime, she applied, with no formal qualifications, to study a criminology degree. Acknowledging that she'd never done very well at school and was always 'the clumsy one', a university screening soon found out why. Aged 36, she was diagnosed with dyslexia, dyspraxia, and dyscalculia. Undeterred and juggling her studies

with a job as an appropriate adult, ensuring vulnerable people suspected of criminal activity are treated fairly, Claire achieved a first-class honours degree. She set about applying for jobs, while also contemplating a Masters.

"There are very limited opportunities where I live," explains Claire. "We were mid-pandemic and I wanted a relevant job that would allow me to study at the same time. It was a lot to ask, but Ingeus was amazing.

"I'm very open about my disabilities, including the

battles I face with my mental health, but Ingeus values different experience and accommodated me working four days a week until I completed my Masters."

Claire is now three years into her job at Ingeus and is going from strength to strength. She consistently helps people on her caseload into work; has developed and introduced new courses for them to attend; and is undertaking Lean Six Sigma green belt training through the Ingeus Continuous Improvement Academy.

"I get such a buzz from putting new resources together and seeing them implemented. Ingeus gives me the space to thrive, to introduce new things," Claire continues.

"My manager doesn't micromanage but is there to offer reassurance if I'm lacking confidence. You're recognised for a job well done .

"I love that we're constantly updated, not just about Ingeus, but our wider Group, APM. We're invited to join in and have a voice. It's just so supportive here. There's help and advice, but the freedom to find your own way, it's a brilliant company to work for."

Celebrating International Women's Day

Ingeus joined people around the world on International Women's Day (8th March) to champion and celebrate women everywhere.

We shared some of the amazing stories of the women working at Ingeus and their journey, the challenges they have faced and how they have overcome barriers.

Across the UK our centres got involved with local activities, including our Restart Scheme in Greater Manchester who took it in turns to put pedal to the metal and cycle 100 miles to raise money for our charity partner,



Smart Works, who work with women to provide them with the clothing, coaching and confidence they need to succeed in job interviews.

Great job everyone!



Six years of Central London Works

We've been celebrating six years of Central London Works and recognising our teams who have supported an incredible 48,454 people on their journey back to work.

Through Central London Works employment programmes - namely Work and Health Programme (including Pioneer Support), Job Entry Targeted Support (JETS) and Connecting Communities - Ingeus has:

- Improved digital inclusion for Londoners, as well as delivered over 5,900 mobile phones, laptops and digital devices to customers.
- Provided 1,039 London residents with work and interview clothing to help their confidence and readiness for the workplace.
- Delivered 62,115 health and wellbeing interventions.

Well done to all our participants and everyone delivering, partnering and supporting Central London Works!

An infographic with a purple and blue background. At the top, it says 'Central London WORKS Work and Health Programme' next to a photo of a woman in a yellow hard hat. Below that is a blue banner that says 'DID YOU KNOW...'. The main text reads: 'Over the last six years the Central London Works team has supported 48,454 Londoners through the WHP, WHP Pioneer, JETS and Connecting Communities programmes!'. At the bottom, there are logos for 'ingeus' and the 'Department for Work & Pensions'.

Event showcases the value of lived experience



To showcase the impact of people with lived experience on the rehabilitative journey, we hosted our latest 'The Value of Lived Experience' event at Durham County Cricket Club.

200 people attended from a wide range of sectors and organisations, including training providers, local authority, businesses, police, health and the third sector.

The event focussed on the challenges ex-offenders face and how programmes like Commissioned Rehabilitative Services (CRS) help give people new opportunities to change their lives for the better.

Personal stories from service users demonstrated the

benefit of activities such as volunteering and peer mentoring to being able to successfully transition back into the community.

A panel discussion offered insights into how to recruit, employ and retain ex-offenders, showing the value of inclusive recruitment strategies. We were joined by expert speakers including: Darren Burns, Director of Diversity & Inclusion at Timpson Group; Richard Whiteley, Partnership

Manager at TRN Training; Beckie Rowland-Turner, Manager of Fresh Start Programmes at Greggs; and Jo Easton, Joint acting CEO at Unlock.

Jo Easton said: "It was a great event. I was honoured to be hearing so many powerful, personal stories. It felt like the whole room were inspired to keep fighting to give people with criminal records a fair chance."

The day concluded with a celebration of the latest graduates of Ingeus Justice's Peer Mentor Academy, which provides education and employment pathways for people with lived experience. Congratulations to all the graduates!

Recycling old laptops brings new hope for jobseekers

Redundant laptops are being given a new life by helping jobseekers to make their own fresh starts.

An innovative Ingeus initiative sees it supplying people who have been out of work for more than nine months with refurbished tech, not just boosting their job prospects but bringing gains for the environment.

Each refurbished laptop bought for participants of Ingeus' Restart Scheme in London results in a saving of 316kg of carbon and preserves resources such as water, lead, gold, iron, aluminium and steel. It is estimated 120,000kg of the earth is dug up and mined to make one laptop.

By restoring computers and smart phones no longer needed by businesses, the partnership with BornGood, which specialises in revitalising unwanted IT hardware, puts vital tech into the hands of people who may not otherwise be able to afford it. For those close to securing work offers, it can create life-changing opportunities, while London communities also benefit from the partnership.

BornGood pledges to donate 10 per cent of the kit it revamps to charities. At the suggestion of Ingeus it donated 20 top-spec laptops to the Hackney Migrant Centre, which supports refugees, asylum seekers and other migrants with free advice on immigration, welfare and health.

The BornGood arrangement delivers value for money, but the decision to become partners was not a financial one, says Ingeus Head of Integration in London Mike Collins.



"This project was driven by sustainability and helping the environment," he says. "We are looking to expand the arrangement to our other programmes and divisions too."

So far Ingeus has ordered 308 laptops and 68 mobile phones through BornGood and the first three months of the initiative has saved:

- 63,736kg of CO2 – the equivalent of planting 318,680 trees
- 38.7m litres of water – the equivalent of 806,250 showers
- 237,500kg of natural resources – the equivalent of not excavating 237 tons of soil.

BornGood CEO, Simon Howatson, says: "Ingeus' commitment to empowering jobseekers to turn their lives around makes it a good fit with us. Our shared commitment to individual empowerment helps ensure that together we can enhance the lives of those we support.

"All tech collected is repurposed, recycled, resold or donated, reducing land, sea and air pollution, ensuring we're conserving natural resources, reducing carbon output, and limiting greenhouse gases."

Simon adds: "We believe the world can be a lot more sustainable by challenging the way organisations think and behave when it comes to their unwanted and old equipment."

Youth Voice Ambassadors visit the Restart Scheme

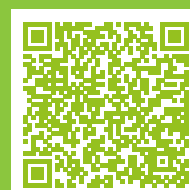


As a provider of youth services that helps equip young people with the confidence and skills for work and life, Ingeus knows how important work experience is.

Our Youth Voice initiative offers its ambassadors work experience opportunities to learn more about their interests and the world of work. Recently some of the Youth Voice Ambassadors visited the Greater Manchester Restart Scheme for a day of collaboration and learning. They stepped out of their comfort zones and delivered an engaging

presentation to the management team giving insights about their journeys and the challenges of young people in society. The day was also an opportunity for Rhiannon, Holly and Farzana to shadow Restart Scheme team members to understand more about their day-to-day roles and learn more about employment services.

If you know a 16- to 25-year-old who might be interested in joining Youth Voice, they can register their interest here:



From drug user to movie producer with peer mentoring support

A troubled teen who left home at 16, was pregnant at 19, developed a drug habit that became a cocaine addiction resulting in a string of jail sentences, and then turned her life around... AnneMarie's story sounds like a film script.

Now, with her troubles fading behind her, she has used that tough past to help produce a film she hopes has a happy ending for those who watch it.

As a volunteer peer mentor with the Ingeus Justice division, AnneMarie was part of a team tasked with creating a video to showcase how Ingeus supports former offenders.

Shown to Probation staff in West Yorkshire & Humberside, the nine-minute First Steps video was largely written by and stars peer mentors and rehabilitation service users. It tells the story of a former offender who, with support from Ingeus volunteers, is starting to get his life back on track after release from prison

AnneMarie says: "The ideas came from us, we had so much input and I'm pleased with the result – it's genuinely

moving and dispels some of the myths about what to expect when you are starting your rehabilitation journey."

As part of its Commissioned Rehabilitative Services, Ingeus supported AnneMarie to get an official ID and suggested she might like to volunteer as a peer mentor, bringing her experience to help others trying to rebuild their lives.

She says: "At that time I knew I was done with drugs but didn't know how to get out of it. I knew how to survive on the streets and how to survive in prison, but I didn't have a clue how to turn my life around.

"Since I did the peer mentor training, I haven't looked back. I am still going through the transition from the life that I had to the life that I want, but I feel like I'm going in the right direction.



AnneMarie has undertaken Ingeus training covering psychosis, handling stress and burn out, and goal-setting. She has participated in events, helped with the training of new peer mentors and joined Ingeus teams talking to inmates on the recovery wing at HMP Humber about hope and how change is possible.

She adds: "I find discussing my own past makes former offenders more likely to open up and know that we understand them.

"You see that lightbulb moment when they get the fact that we get them. I love it. It shows that change is possible, no matter what age you are or if you think it can't happen, it can.

Darren's driven to succeed by the Work and Health Programme

Forty-five-year-old Darren is determined to turn his life around. Pivotal to his success in doing this is securing permanent employment. Realising he needed extra support to help him kickstart his journey, he sought support from Ingeus.

Darren was referred by his local Jobcentre Plus to Response Keyworker, Ashley, in the Ingeus Working Well (Work and Health Programme) team in Greater Manchester. Offering tailored support to individuals with disabilities and health conditions who are seeking employment, the programme – commissioned by Greater Manchester Combined Authority – provided Darren with the support he needed.

Darren, from Middleton, knew his anxiety and dyscalculia could be barriers to him securing a new job.

"I needed someone to understand me," says Darren, "and he helped to explain that I am a keen worker and it's not a lack of confidence. People can get frustrated with me because I don't grasp things straight away. Ashley was really good at reassuring me that it wouldn't be a problem."

Ashley was able to ring the agency Darren is now working for ahead of him starting to explain Darren's concerns. As well as supporting his anxiety, Ashley also helped

with financial assistance in finding and starting his job – from bus fares to funding work books.

Darren is now working full time as a driver's mate – helping to load and unload van deliveries. It's a job he sourced but he realises it wouldn't have been such a positive outcome without Ashley's support.

"Ashley is a brilliant guy," he says. "He's very understanding and reassuring. I'm so thankful for everything he did for me. And I'm so pleased I'm on the road to getting my daughter back."



Jacqueline's colouring book dream takes shape



Jacqueline, age 60, is rewriting the rule book as she embarks on launching her new business, Kind at Heart CIC.

Dismissing any thought of easy-going retirement, she is the picture of happiness as her interactive children's colouring book – Exploring the Power of Words: My Character – is finally published; the culmination of a 25-year-long ambition.

It's a dream that has come to fruition with support from the Restart Scheme in London, which supports unemployed residents to find work, including self-employment. Wembley Jobcentre Plus, Ingeus, and its partners Momentic have jointly helped Jacqueline in her kind-hearted quest to help children become more confident through use of her new book. It encourages readers to understand and illustrate affirming pictures, words, and phrases to help understand themselves and others. It is fully accessible and harnesses children's imagination and choices to develop self-worth and understanding of people's differences.

Jacqueline, from Brent in North West London, had a successful early career in publishing before family commitments, and latterly her own health issues, ended her then-working life. Having volunteered at a Saturday school in South London in the late 90s and seen the warm reception an early version of her book received; it was a long-lived dream to turn her passion into reality.

"The idea of the book kept me going when I was unwell, and then unemployed," explains Jacqueline. "Even though it has been years in the making, I knew it was possible."

That possibility became ever closer when Jacqueline was referred to Restart Advisor Agim. Supporting Jacqueline with career coaching, digital skills workshops, funding, and business planning, he also referred her to self-employment specialist Kate at Momentic. She says:

"Jacqueline came to us with an incredible amount

of vision, creativity, and passion. We supported her to write a business plan and cashflow forecast and she also attended workshops on marketing, social media, and bookkeeping. We explored writing grant bids and networking. Jacqueline is a joy to support; she is so eager to learn."

With the help of an Ingeus-funded grant to support the pilot publication of The Power of Words, Jacqueline was in business!

Jacqueline is now busy developing her website and arranging introductions to local schools. With her publisher's sights firmly set on rolling the book out throughout the UK, Jacqueline will continue to receive business support and encouragement from the Restart Scheme partners.

"It's been a great team effort," concludes Jacqueline. "To start again at my age, a new beginning for something I've always longed to do – it's a dream come true."

Getting to know you...



Kimberley Moss

My role allows me to utilise many different skills and gives me the opportunity to work with a varied network, including supply chain partners, Department for Work and Pensions managers, and local authority leads. As well as overseeing all contractual needs such as performance, service delivery, compliance and finance, I love organising contract wide performance days which allows all teams, Ingeus and partners, to work together to engage and support more participants, and most importantly, have fun!

This month we stopped to take a minute to find out more about Kimberley Moss and her role as Supply Chain and Operations Manager for the Work and Health Programme.

“My role involves managing three supply chain partners as well as two of our teams across Greater Manchester, North East, North West and West Midlands.

We asked Kim to answer life's essential questions:

Rich or famous?

Rich – I have two daughters!

Passenger or driver?

Driver

Night or morning?

Night

Cinema or music concert?

Music concert

Cats or dogs?

Dogs – although I actually have 4 cats!

Ketchup or mayonnaise?

Ketchup

Phone calls or emails?

Phone calls

Night out or night in?

Night in

Board games or video games?

Board games – I love nothing better than getting the board games out with the family at Christmas.

Tidy or messy?

Erm.....both?!



Get the latest updates and join the conversation