



Working smart for women

Enabling better lives is Ingeus' purpose and is at the heart of all that we do, and this passion shines brightly in our support to women seeking work.

Whatever their background or reasons for needing employment, Ingeus is dedicated to helping them succeed. Over 1,300 women have received support from Ingeus and Smart Works in the last three years, making Ingeus one of the charity's top three referral partners. The partnership sees women journey from Ingeus' employability programmes to Smart Works for additional expert advice. Whether they've been through the justice system, made redundant or taken a career break

to raise a family, our specialist teams work together to get female participants' careers on track.

Julie Graham, CEO of Ingeus Employment Services, says "Ingeus is honoured to be one of the top referral partners across the UK to Smart Works' provision, and our partnership plans to go from strength to strength. With thousands of unemployed women

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across the UK who need support, there is even more work to be done, and we are proud to be supporting Smart Works with their impactful service."

Launched in 2013, the charity supports unemployed women across major cities, including London, Birmingham and Leeds. Each location offers a place where women can receive employability coaching and workwear styling advice. The tailored one-to-one career coaching session allows the participant to choose the topics and build on support they received at Ingeus. Then, once an interview is lined up, they have an interview preparation appointment where they'll have the opportunity to run through a mock interview and receive style advice for the big day, involving browsing and trying on clothing. Charlotte Peagam, Head of Programmes at Smart Works, explains "Our service really complements and enhances the support the participants have received with Ingeus. Women can choose what they'd like to focus on during our career coaching sessions, which might be building on skills they've touched on

with Ingeus – it's an additional hour of tailored support.

"The hour-long sessions with a volunteer dresser encourage clients to try clothes on – helping them to realise what looks good and what makes them feel good. All the clothes are donated to us and the majority are brand new, so the women can and do feel good about what they're going to wear."

Statistics from the Smart Works Unemployment Index 2024 reveal an impressive 97 per cent of all Smart Works clients say they feel more confident in their new interview outfit after their session with a dresser. A similar number also report they could answer interview questions more effectively, with 63 per cent of all women securing a job within four weeks of their appointment.

One client says: "I felt more confident going for my interview and believing in myself as I was very nervous before. I felt that I was able to express everything and get the help I needed, I have never had interview practice or been dressed up for an interview, so this was a special

and fun experience. I am so grateful for everyone who took time out to help me." Like Julie, Charlotte also sees the partnership with Ingeus going from strength to strength, explaining that they are developing workshops to offer group support in addition to the one-to-one appointments.

She explains "Our core work is still one-to-one sessions, but through the group workshops our participants can get the feeling that they're not alone. It's in its early stages, but we hope this will grow to reach even more women and offer potential for our relationship with Ingeus to develop even further."

Meanwhile, Ingeus' passion to support Smart Works is extending beyond our office desks. A team of Ingeus employees have spent time as volunteers in the Smart Works offices and style spaces to learn first-hand more about how the charity operates and supports Ingeus referrals. During March, another of our teams is busy individually clocking up 310,000 steps to raise money for the charity. All a step in the right direction for supporting women!



Facing adversity and trauma together

Harmful past events and circumstances can cause lasting negative effects on people, seriously impacting their mental and physical health, social and emotional behaviour. Increasingly – and importantly for Ingeus' work in the justice sector – developing trauma informed services can hold the key to offering safe and meaningful support.

Trauma-informed practice seeks to avoid revisiting people's difficult pasts while creating trusted, welcoming support services to help them move forward. For Ingeus, which provides Commissioned Rehabilitative Services to thousands of

people in the criminal justice system each year, it's doubly important, as Carrie Peters, Director of Ingeus' Justice Services explains:

"One of the key aspects of trauma informed practice is to ensure that we don't re-traumatise people; we do no further harm. That's important for the people that we're working with and also for our own staff, particularly those who have their own lived experience of negative past events."

The benefits of Ingeus' trauma informed approach were recently shared with more than 150 invited guests at a full day Compassionate Connections event in Leeds. Representatives from the region's police, probation service, local council, charities, and support organisations attended to hear expert commentary and explore empathic approaches to engage and empower often very marginalised people, and the staff supporting them.

Keynote speaker Dr Lisa Cherry is a renowned expert in trauma, resilience and recovery and provides trauma informed training to Ingeus justice staff. She detailed how language and

terminology can be instrumental in breaking down barriers, and practical approaches to care for the people who care.

"Ingeus recognises the toll that can be taken on their teams when navigating other people's trauma," she said. "They also want to deliver the most respectful and impactful services they possibly can. Trauma-informed approaches to both of those needs are unlocking effective health and care services for vulnerable people, while safeguarding the expertise needed to do that.

"Working in collaboration is hugely powerful, as are insights from other practitioners. Today's event looked at effective approaches to face adversity and trauma together, why it's so important, and gave practical take-aways for everyone involved. In what is a constantly evolving topic, it was great to get so many influential people sharing tips and ideas."

Also contributing to the lived experience panel discussion at the event were the Getting Clean recovering addict project, St George's Crypt housing charity, Penal Reform Solutions and Lincoln University.



Health & Wellbeing Conference

Our team exhibited at the Health and Wellbeing at Work Conference discussing Able Futures mental health services with small and medium businesses.

Held at the NEC in Birmingham, the two-day event dedicated to improving workplace health, wellbeing, culture, and safety. Over the course of the conference, the team promoted the importance of mental health support in the workplace and how they can assist others in enhancing their workplace environment, building resilience and improving mental health.

Learn more about Able Futures services by scanning the QR code:



Mark achieves his work goal



Ask Mark what it's like to have a job again after four years out of work and his one word answer says it all: 'Brilliant', beams the 54 year-old from Barrow-in-Furness.

Now competently assisting crowds of Bluebirds as a match day steward at Barrow Association Football Club, his career has been kickstarted again thanks to the Work and Health Programme: Pioneer, delivered by Ingeus in the North West.

The 15-month programme gives all-round health, employability, and practical support to people with health conditions and disabilities, and those out of work for a significant time. Working closely with local employers, Ingeus supports people to master their roles while working, with a focus on in-work training, encouragement, and practical problem solving.

Despite undertaking voluntary work, Mark struggled to find paid employment due to an incomplete CV and mounting anxiety about his situation. With hearing issues, past epilepsy, and insecure housing, his confidence had taken a severe knock. Yet determinedly persevering, Mark attended a local job fair and his fortunes changed when he met 'a

lovely lady called Katherine,' an Ingeus employment specialist.

Mark joined the Pioneer programme in July 2024 and Katherine began updating his CV and planning his pathway back to work. He also received support from the in-house Ingeus health team, working on his anxiety and attending confidence and motivation workshops.

After assessing Mark's career interests, practising interview techniques, and signposting Mark for housing advice, Katherine began contacting employers with security vacancies and quickly lined up a stewarding work trial at Barrow AFC.

Recognising his enthusiasm and people skills, Mark was offered a paid role just three months after joining Pioneer. He can walk to the Holker Street stadium from his home and works every match day. Pioneer has funded his SIA (Security Industry Authority) Level 3 and he's undertaken safeguarding and pyrotechnics training at the club. With his past epilepsy well managed, Ingeus has also supported Mark in applying for a driving licence. Katherine continues to support Mark with regular face-to-face appointments. She is helping him apply for additional security roles, with further event security work already lined up for the summer.

"My favourite thing about the job is meeting new people, helping other people," says Mark. "I help to look

after the spectators, the crowds, the grounds. I've got skills, so I'm now an officially licensed security officer. I've got stewarding skills, crowd control skills, conflict management skills, all through this programme.

Mark is the third Pioneer participant to join Barrow AFC, which has worked with Ingeus for the past year. Rickie Wallbank, Ground Safety Officer and Stadium Manager, has fostered the relationship and says: "The Pioneer programme has helped me and us as a football club massively in hiring and recruitment. When Mark came along he was a good fit, he was a good communicator and was keen to progress with his continuous working development.

"Three people have joined us in the last 12 months and each one has been a credit to themselves. They're staff that we will retain for a long time. It's really good to work alongside Pioneer participants; I've got no hesitation in saying other businesses should do the same."

Scan the QR code to watch Mark sharing his story:



Ingeus to deliver new Prison Education Services

Ingeus was awarded two contracts with the Ministry of Justice (Moj) for the provision of Prison Education Services (Careers Information, Advice and Guidance (CIAG)) for Tees and Wear, and Yorkshire and Humberside.

The service commences on 1st April and will run for four years until 31st March 2029.

Prison Education Services CIAG is designed to support prisoners make informed decisions about their education and career paths during their time in prison until they are discharged from custody. It offers personalised support through face-to-face sessions between prisoners and a dedicated case worker and includes career conversations and Personal Learning Plans (PLPs) for further support and action.

Adam Hart, Ingeus Chief Operating Officer, said: "We are delighted to have been selected as the service provider for Tees and Wear and Yorkshire and Humberside for Prison Education Services for the next four years, delivering the service in 19 prisons.

Our teams will support prisoners throughout their journey, helping them maximise their potential and prospects."

Ingeus has extensive experience delivering a range of justice services on behalf of Ministry of Justice and His Majesty's (HM) Probation Service. We currently deliver HM Prison and Probation Service Creating Future Opportunities Evolution contracts and Commissioned Rehabilitative Services, working in partnership with the probation service and a range of specialist delivery partners. Read more about Ingeus' Justice services at www.ingeus.co.uk/services/justice

Helen survives darkest hour to inspire others

Trigger warning: alcohol addiction, drink driving, mental health and suicide.



Anxious, depressed and addicted to alcohol, Helen felt like life was no longer worth living – but the darkest hour is just before dawn.

Now a valued member of the team working for Ingeus' justice division, Helen is proof that anyone can turn their life around, no matter how hard their circumstances are.

"Life became unmanageable," explains Helen, now 56. "I went through a marriage break-up, then I was in a controlling relationship. I fell into debt and drinking too much, and life got worse and worse. I had anxiety and depression and so I drank more, it was a vicious circle. I tried to take my own life. When I look back now, I think was that really me?"

After an intervention from her brother, Helen moved up to Middlesbrough to stay with her elderly parents, who tried to stop her drinking. However, as an addict, Helen could not stop – and in December 2022 she committed a drink-driving offence that ended in a car crash.

"Fortunately, I only hit a lamp post, it could have been much worse," says Helen. "I was arrested, and during those first nine hours in custody, I didn't want to live. In the end I realised I had two choices; I will either end up dying or I need to change. I was mortified because I don't remember driving that car. It was a massive turning point for me. From that day on, I haven't had a drink."

Helen's probation worker introduced her to Ingeus' CFO (Creating Future Opportunities) Activity Hubs, now part of CFO Evolution, which helps former offenders to reintegrate into society. The Activity Hubs offer wraparound support to help engage with people

and break down any barriers they may have. Helen attended on ladies' days as she wanted a safe space to talk about her problems. During her time on the programme, she was given support with managing debts, referred to the Citizens Advice Bureau and given help to explain her alcohol addiction to her family.

She took part in breakfast clubs, healthy eating and arts and crafts sessions at the Activity Hubs and began sharing her story with others. "When you're all sitting round a table, colouring, people start talking, from all walks of life," says Helen. Recognising the value of lived experience, Ingeus

invited Helen to join its peer mentoring course – and she gained a full-time job as a health trainer for the North East Activity Hubs. Under the new CFO Evolution, Helen is now a site host and community guide. The hub in Darlington is her main base, but she also visits the Middlesbrough and Durham hubs on ladies' days.

"Two years ago, I could never have believed I would be doing this now," says Helen. "Catering was my background. Now I really enjoy getting up in the morning to go to work. It's such a pleasure working with people, the majority have simply had a run of bad luck. When I tell the participants

about my alcohol addiction, they are surprised, but I was a different person two years ago.

You can change but you have got to put the work in."

One of the women she has been supporting at the Darlington Activity Hub has now joined Ingeus' peer mentoring course. "I recommended her for it, and she's really grown, it's lovely to see," says Helen. "She said 'you're my inspiration!'. I love my job, I go home every day feeling satisfied."

Why learning to cook can help jobseekers to find work



What has spending time with horses, playing team games, or understanding how to cook healthy meals got to do with finding a job? You'd be surprised!

While support to compile a CV and apply for work is an essential element of getting people back into employment, Ingeus takes a wider, holistic view.

Participants on its employability programmes are also given support to improve their health and wellbeing, grow in confidence and learn essential life skills.

Innovative partnerships with local groups, including charities and not-for-profit organisations, offer activities designed to boost self-esteem, as well as practical help to secure employment. This ranges from providing interview and work clothes to outdoor pursuits that boost mental health.

In Greater Manchester, the Health, Independence and Progression (HIP) initiative, funded by the Community Investment Fund (CIF), offered a week-long series of life skills, health support, and work experiences designed to boost confidence and kickstart new interests for people struggling to find employment.

Ingeus, working with the Greater Manchester Combined Authority, masterminded the approach that has forged new partnerships with organisations. Valley Farm Outdoor Wellbeing and Learning offers participants the opportunity to spend time outdoors, with horses and learning bushcraft skills, giving them time to reflect on their lives and share experiences. At a recent session one participant was moved to speak in depth about her feelings following a family bereavement, prompting her to seek counselling.

As with most of the partnerships the benefits go two ways. Valley Farm Director Emma Nock had previously concentrated on one-to-one sessions, but the success of the HIP experience has prompted her to offer further group events.

Another partner, Let's Get Active, taught playground games to participants training to be teaching assistants, so they could lead activities with pupils once they started work. For Director, Moinul Islam MBE, it was the first time he had worked with people on an employability programme. He said: "They came in timid and unsure of what to expect but by the second game everyone was pleasantly surprised. They really came out of themselves and the change in them was huge."

Participants played five 45-minute games, each requiring coordination, agility and communication. "It re-awakened their childhood spirit," said

Moinul. "They became very competitive, even discussing tactics over lunch!" Moinul, who usually works with children, found the session so rewarding that it prompted him to set up free Saturday morning sessions for adults in the community.

At the Foodie Kitchen Seema Ansari taught participants how to make simple, healthy and inexpensive meals and demonstrated the benefits of batch cooking. She said: "It was new territory for most of them, but as the day went on they were explaining things to each other and there was a real buzz as their confidence grew."

An opportunity to see that workplaces can be fun was one of the takeaways for participants attending a HIP day at the Manchester Community Bike Kitchen, said Director Andy Hilton: "We offered bike mechanics in the workshop, warehousing and retail roles, and everyone fixed a bike to keep. It gave people a chance to speak to others and to see that workplaces can be fun places. Many have since been back with their families."

It's an example seen with other partners where participants' experiences encourage them to come back voluntarily and continue to benefit.

The effectiveness of the HIP programme is unarguable. Prior to the course, 21.5% per cent of participants struggled with low self-esteem. By the end of the course that figure had dropped by almost two thirds, to just 7.7%.

Nakisha's new life: from bad start to promising future

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Nakisha arrived in London after fleeing violence in Grenada with dreams of a family, a decent job and a nice place to live.

Starting a new life in a different country is rarely straightforward though and in Nakisha's case it could hardly have got off to a more difficult start. She soon found herself homeless, unemployed and then became pregnant.

Living in temporary accommodation she contracted COVID-19 and her baby was born prematurely after 23 weeks, requiring several operations and spending six months in hospital. She says: "There were times when I thought my dreams would never come

true. I was in a pickle, and I spent a long time trying to figure out my next move."

It came when she was referred to the Ingeus Pioneer service, delivered through its Central London Works Work and Health Programme. The service exists to find jobs for people with health and disability barriers to employment and then continues that support once participants are in work.

The trauma of her daughter's birth and the care she received sparked in Nakisha a passion to find a job in which she could help people, and her case worker Kim set about making that part of the dream come true.

Nakisha's short-term goal was to gain qualifications that would allow her to become a Special Educational Needs (SEN) teaching assistant. Her long-term goal is to run her own nursery.

Kim enrolled her with education provider partner LMP where she gained a qualification in Understanding Children and Young People's Mental Health.

Other local partners provided safeguarding and first aid courses. Ingeus bought her a laptop and charity Smart Works gave her interview coaching and clothes.

Eventually she secured a SEN role – a job that allowed her to move from a studio flat to two-bedroomed accommodation. Ingeus' support didn't end there. Nakisha's first month's travel costs were paid for along with a voucher for work clothing. Her initial childcare fees were covered as were storage charges for her belongings while she was in temporary accommodation.

She says: "My daughter is a miracle – she is much healthier than she was and has everything she wants. So, I may not have the family I envisaged but I have a nice home and a job I love.

"Kim and other members of the Pioneer team have been willing to make the extra effort to get the help I needed. Kim made sure I made all the right steps. I didn't know such care and loyalty existed until I found Ingeus."

Kim calls her every month to check if she needs any further support and says: "It's been an amazing journey. I find Nakisha inspiring; she's motivated, kind and patient. She's attended every appointment and that's why she is where she is now. It takes two, it's a partnership."

Adam finds his first paid job a Pleasure!



Leaving school with no qualifications and struggling with his confidence and social skills left Adam, who is autistic, short of options before he and his mum met Lee from Ingeus. As an Employment Specialist for Pioneer, part of the Work and Health Programme in the North West, Lee unlocked Adam's motivations and ambitions, homing in on his love of gaming.

Gradually Adam's mum spoke less at appointments, and Adam spoke more as he began to trust in Lee and the help he offered:

"Lee listened to me, one-to-one, not too fast like at the Jobcentre," says Adam. "I found high school difficult and had only tried volunteering in a café afterwards so wasn't sure what work I could do. I was scared to try."

Lee however had a very clear idea and, within a week of a vacancy coming into Ingeus for a seasonal crew member at Burger King at Blackpool Pleasure Beach, Adam was in his first ever job. Hearing the news he'd been successful, Adam says "I was blown away!"

With support from Lee and the Ingeus employer support team, Adam happily completed the final two months of the 2024 season as a hard-working crew member. He was quickly re-recruited for the 2025 season and will return to the restaurant, one of the largest Burger Kings in the UK, from February to November 2025.

The Work and Health Pioneer programme, delivered across the North West by Ingeus, gives intensive support to people wanting to experience working life and learn as they earn. Specialist in-work support

for its participants and their employers opens previously closed doors to people furthest from the labour market.

"Adam has gained a lot of confidence and has really come out of his shell since I first met him," says Lee. "To move from where he was to where he is now is amazing. From shyly attending appointments with his mum, he now uses the tram and comes to appointments on his own.

"Completing applications, interviews and inductions has shown considerable effort and now he's had a taste of the job at Burger King, he'll be able to hit the ground running again next season. Very well done Adam!"

From Adam's point of view, things couldn't be better:

"I liked making new friends at work, everyone was really friendly," he adds. "Plus, my mum is very happy, and I bought a new phone and smart watch with my wages. It's good to be able to go back."

Employability scheme fills London's care work vacancies



An innovative employability scheme helped to fill South London's chronic and rising shortage of social care workers.

It has seen care sector employers offered three-week placements to residents, paid at the London Living Wage and including professional training.

Led by South London Partnership (SLP), one of London's sub-regional partnerships, the initiative was available to residents of Croydon, Kingston, Merton, Richmond and Sutton.

SLP sourced potential employers and funded the placements while Ingeus co-ordinated and promoted the scheme.

The 12-month programme, which came to an end on 31st March, supported people to decide if a job in the care sector is right for them and enables employers to gauge if the applicant is a good fit for the role.

Jobs offered included hands-on carers, activities co-ordinators, field care supervisors and finance and HR positions.

Open to anybody out of work with a desire to get into social care, it included groups under-represented in the sector such as those aged 50+, people with learning difficulties, men in care, and lone parents.

Funded as part of the Integrated Care Partnership Strategy (ICPS) to help tackle workforce challenges, it was launched as the vacancy rate in the Capital last year was the highest in the country at 12.1 per cent, equivalent to 22,000 empty posts, according to charity Skills for Care.

Fiona Oakes, SLP Programme Lead, says: "The ICPS reported that employers were facing difficulties filling roles, training providers had identified communities under-represented in the sector and residents wanted more consistent and better trained carers."

More than 250 residents came forward, with 50 progressing through group interviews to gain a placement, which includes on-the-job training and support.

Fiona adds: "It's definitely been an incentive to employers and boosted

recruitment into this sector. It offers opportunities for both employers and residents, who gain security and support in a paid placement.

"Ingeus has been an integral part of the programme, providing on-boarding and pre-placement skills development and support. The team has been incredible.

"Its presence in the wider South London Skills and Employment initiative has led to a rapid transformation in this field. Ingeus has made significant advances in working with both economically inactive and unemployed local people."

Purley resident Lou was one of those who gained a placement. The 47-year-old had believed, as English is her second language having been born in West Africa, her communication skills

weren't good enough to work in the care sector.

However, at the end of the three weeks she was offered a permanent position and her employer is funding professional qualifications that could enable her to advance her career.

She says: "I was out of work for about nine months. I had been a cleaner but wanted to work in the care sector – I was used to doing that at home where we look after our older relatives.

"Now I've got a job in domiciliary care and travel to support people in their own homes. It's a really nice job. I like meeting and helping people and I want to move into a full-time caring role. Having work is important. It makes a big difference to your life."

Lisa Burley, Senior Performance Improvement Manager for Ingeus' SLP programme team, says: "The perception of jobs in social care is that it's zero-hour contracts and minimum wage. We are trying to dispel that myth and work with employers to provide good, well-paid and secure employment.

"We ran a campaign including job fairs and promoting it to Jobcentre Plus. We engaged hard-to-reach groups including Jewish, Hong Kong and Tamil communities.

"Even those who fail to secure a place come out with a package of employability skills including CVs tailored for the care sector, NHS-recognised training, interview skills and increased confidence."

Neurodiversity Celebration Week



Lindsay Mann, Ingeus' Social Value lead and member of the Disability Advisory Group, was invited on the Neurodiversity Celebration Week panel discussion on empowering neurodiversity in the workplace.

There is no one way that a mind should work, there are so many ways. It is estimated that 1 in 7 people in the UK are neurodivergent, which means 15% of the population could be made to feel at a disadvantage with their needs unmet. This also means that the unique perspectives and innovative solutions that diverse minds bring can get missed.

As a Disability Confident Leader, a Mindful Employer, an Age Friendly Employer, an accredited Menopause Friendly Employer, and a member of the Valuable-500 group that innovates for disability inclusion, Ingeus embraces diverse minds and neurodiversity in the workplace as good for society and good for business.

Scan the QR code to watch the discussion: <https://lnkd.in/ef8QRaMw>



Every Ingeus employee brings their own unique skills, strengths and personalities to our organisation – it's what makes Ingeus a special place to work.

Ensuring we have an accepting diversity and inclusion (D&I) culture is integral to Ingeus' core value of enabling better lives. Through all our programmes we help people, from prison leavers to career changers, to be the best they can be – a supportive approach that's similarly taken internally.

Melisa Cunningham, Employee Relations, Diversity and Wellbeing

Specialist and Diversity and Inclusion Chair, explains: "We strive for a culture that's inclusive – our values aren't just stuck on a wall, we live by them and that means making a difference internally as well as externally.

"We have various networks in the business to achieve inclusivity, from disability to wellbeing. Since I started almost five years ago the number of champions for these networks has increased from around 20 to over 100. For neurodivergent employees this means Ingeus can ensure an individual's needs are met very early on."

Inclusivity for people with disabilities or health conditions begins with Ingeus' recruitment process, including an accessible website for anyone with, for example, sight impairments, enabling the user to change text size or colour. Job application forms allow people to share any additional needs, while successful applicants are asked if they need reasonable adjustments for their interview.

Melisa says, "We want to be welcoming to everyone and ensure there are no barriers to people joining our team. Once employed, we talk about D&I and encourage them to speak openly about any needs. We want to encourage people to speak up and to help remove any stigma."

As part of her role overseeing employee engagement, Melisa has led campaigns and initiatives to encourage D&I in the workplace. Next week her team is launching a series of workshops for managers, helping them to learn how

to support their teams even better. It's one of Melisa's earlier projects, however, which has established itself as a crucial part of Ingeus' D&I culture.

"We have a workplace adjustment passport," explains Melisa. "It's a document that details what support an employee has in place, what a bad day looks like for them and what barriers they face. They take this passport with them if they change jobs and their new manager knows instantly what reasonable adjustments are needed."

Diagnosed with dyslexia during her second year at university, Melisa knows first-hand how important it is to have reasonable adjustments in place. After a long journey of struggles through primary and secondary education, her formal diagnosis meant she was given extra time to complete exams, something which she believes made all the difference:

"I 100% believe that the right support can help you to be the best you can be. I felt comfortable in sharing my disability

from day one at Ingeus. It meant there was an awareness of the impact my dyslexia has on the documents I write or read.

"I travel to different Ingeus centres and see first-hand the positive impact of what we're doing. It makes me feel so proud to be part of Ingeus' team."





Getting to know you...



Anastasia Fernandes

Head of Supply Chain and Operations for the Restart Scheme in Central & West London

This month we stopped to take a minute to find out more about Anastasia and her role as Head of Supply Chain and Operations for the Restart Scheme in Central & West London.

One thing I love about my role is the variety and the amazing talent I work alongside daily. I wear many hats which is a great opportunity to collaborate with others and streamline operational processes. My main responsibilities involve working with supply chain partners, our engagement team, self-employment team, re-engagement team and in-work progression team.

Supply chain management is building relationships through common goals and mitigating risk along the way. We would never be able to achieve high performance without the positive partnerships we have with our delivery partners. In this role a key skill is resilience. Solutions are always possible. It's amazing to work in a role that supports others get back on the right path for them and their families. I am privileged to align my skills to benefit others.

I love identifying and nurturing talent. This was the part my role I loved when I first joined Ingeus as an Employment Advisor back in 2010 and I have never lost this passion. Throughout the various roles I have done within Ingeus, I continue to support colleagues and external providers to achieve performance that help enable better lives.

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

Sunrise or sunset?

Sunset. I love my pillow.

Fruit or vegetables?

Fruit. A good East Indian mango

Book or movie?

As I get older, I appreciate a movie or podcast. When I was younger, I was not allowed to watch TV. Britannica Encyclopaedia were my best friends, all 29 volumes.

City or countryside?

Countryside. I appreciate space, peace and quiet.

Text or call?

Call.

Adventure or relaxation?

Can I say mixture of both. There is a time an place to recharge and a time to challenge myself out of my comfort zone.

Singing or dancing?

Dancing, I'm always the last on the dance floor.

Cats or dogs?

Neither, I hate pets. I was bitten by a dog as a child. That was the end of that story.

Sweet or savoury?

Sweet. I love a pick and mix. It was my first investment as a child.

Driver or passenger?

Passenger