

## Hats off to our Continuous Improvement Class of 2024!

**In July we celebrated our 2024 Continuous Improvement Academy (CIA) graduates completing their Yellow and Green Belt Lean Six Sigma training and becoming accredited Change Agents.**

For the second year, colleagues at Ingeus gathered to commemorate their achievements, demonstrating Ingeus' growing continuous improvement culture. In 2024, we delivered over 400 hours of CI training and support, resulting in 40 Yellow Belts and 35 Green Belts.

We were delighted to be joined by Ingeus' Chief Executive, Fiona Monahan, and Transformation Director, Lisa Jasper to commemorate the occasion along with guest speakers: Head of Operations at Lean Competency System (LCS), Sarah Woolledge; Ingeus' Chief Information Officer, Anthony Allcock; and 2024 graduate Senior Finance Business Partner, Harry Cooper. A big thanks to CI Academy Development Manager, Collette Westerman for hosting the event and supporting the cohort throughout their training!

The CIA also expanded its reach further in 2024, providing CI training opportunities for our supply chain partners Twin Group Groundwork, Oldham Council, Athena, The Recovery Foundation and The Better Health Generation. We also delivered White Belt introductory training internationally to the Cambodian employment services.

Congratulations to everyone involved in the Academy and most of all to our CIA graduates!



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# NCS kicks off summer away from home experiences



## Ingeus started the summer away from home experiences for 15-17 year olds across the UK.

Delivered by Ingeus and the Youth Hostels Association England & Wales (YHA), the away from home experience offers a five-day, four-night, opportunity to challenge themselves, learn new skills for work and life, as well as fun with new mates.

There are three NCS away from home experience types young people can choose from, Live it, Boss it and Change it. 'Live it' involves a taste of adventure and independence with this

action-packed experience. Young people will discover life hacks, learn survival skills, grow their confidence, and test their limits with adrenaline-filled activities.

'Boss it' is all about career goals with an employment focused experience to make it in the world of business. Activities include taking part in a business masterclass and action-packed challenges designed to get creativity flowing, build confidence, and grow business skills.



Finally, 'Change it' is a social-actioned focused experience ideal for inner-activists passionate about making a positive difference. Young people will have opportunity to explore the important issues facing society,

get inspired, learn new skills and share ideas for a social action project. Each home experience offers young people the opportunity to grow their strengths and enrich their lives through

a range of learning activities, taking place at more than 25 sites across the country, from Coniston in the Lake District all the way to Siblyback Lake in Cornwall!

In total over 28,000 young people will attend, all from different backgrounds and all ready to build new skills and confidence and create long-lasting memories!

Find out more about NCS experiences at [www.wearencs.com](http://www.wearencs.com)



**"Fun-packed, full of activities!"**



**"It's a once in a lifetime opportunity!"**

**How would you describe your NCS away from home experience?**

**"My experience has been amazing!"**

**"Pushes you outside your comfort zone!"**



**"A great opportunity to bond with people!"**



# Mohammed rises through the ranks – and cracks down on litter

**Working in a new environment is often a large part of adjusting to a new role but for Mohammed – the latest Restart Scheme success from London – it’s literally been a breath of fresh air.**

Landing his perfect job as an environmental enforcement officer following a year out of work, the active nature of his new role has transformed his health as he patrols up to ten miles a day keeping the streets of Ealing litter-free. Promoted within three months of starting work, he’s now secured two promotions and is reflecting his own good fortune by helping to find work for other Restart Scheme participants.

Mohammed, who is 49, had previously worked in retail, IT and healthcare and was a minicab driver when the Covid pandemic struck.

“I became out of work because of Covid but I’m a family man with four children so it was a very testing time financially, and very stressful,” he remembered.

The Restart Scheme is delivered by Ingeus in London



on behalf of the Department for Work and Pensions. It offers tailored job search support for local residents, together with all-encompassing help with housing, debt, childcare and health problems, to help people start lasting work with local employers.

After being referred to the Restart Scheme, Mohammad was given expert support by a team of Ingeus employability

specialists. He was assisted with his CV and interview technique, attended confidence-boosting workshops, and used the Ingeus iWorks system and its personalised package of online tools. His advisors found several suitable roles and Mohammed was thrilled when he secured the environmental enforcement officer job.

*Continued overleaf.*

If people are caught littering, they are given a £150 on-the-spot fine and for fly-tipping, a £400 charge.

“Some people understand and apologise, but the job can be challenging,” explained Mohammed, “but I like educating people and maintaining the environment.”

Mohammed had high blood pressure when he started work: “This job has helped me to get healthy,” he added.

“Patrolling around eight miles

a day, I've lost 1.5 stones in weight and my blood pressure is now normal.”

He is also undertaking a personal trainer course and says his job suits his family perfectly.

To add to his success, Mohammed was promoted to senior officer and more recently, deputy manager. He is very grateful to his employer for the opportunities given to him.

Part of his new role is recruitment and he was quick to return to Ingeus to find more Restart Scheme participants for his vacancies.

“The Restart Scheme is fantastic and I am glad to be able to help people who are in the position I was,” he said.

“Anybody can progress if they are hard-working, and the programme is great because of the help, advice, coaching, and resources provided to participants.”

# Greater Manchester gets HIP

**An innovative programme being trialled across Greater Manchester is bringing together local community partners to improve life and employability skills for the region's long-term unemployed jobseekers.**

The Health, Independence and Progression (HIP) initiative offers a week-long series of life, skills, health, and work experiences designed to boost confidence and kickstart new interests for people struggling to find work.

Having successfully run in Rochdale, Wigan, and Manchester the fast-track course will be replicated in coming months with local partners in Tameside, Bury,

Stockport, Oldham, Bolton, Salford, Trafford and Wythenshawe.

Delivered by the InWorkGM partnership, with backing from the Community Investment Fund, the pilot scheme will help more than 100 disadvantaged people, empowering jobseekers with skills and experiences beyond employability advice. Ingeus keyworkers assess the suitability of participants, who

are given health pointers, learn cookery and DIY skills, visit local recruiting employers, and develop teamwork and communication skills.

One of those taking part, Mohammed, has a hearing impairment that has hampered his efforts to find work but found his week of HIP activities “a great opportunity to explore different career possibilities”.

He singled out the days spent at logistics learning company, Mantra, where he got the chance to drive a truck; Rochdale Football Club where a session on the importance of maintaining physical health included a tour of the ground; and the Foodie Kitchen, where he learned how to make a white sauce and other dishes.

He has now gained work as a production operative at a food processing company – his first job in almost a year – and says: “It’s a fantastic place, a great team to work with and I’m loving it.”

Integral to the programme’s formation are local charities, support organisations, learning establishments, and employers. Ingeus curates the week’s programme in each area, provides transport for the participants, and develops a resulting action plan to continue the attendees’ progress into additional training or work. They are also provided with takeaways relevant to each day, such as simple DIY tools and using cooking utensils.

Among those involved in the scheme is The Foodie Kitchen in Rochdale, a community interest company set up by Seema Ansari to combine her twin passions of food and education. Her business offers cooking classes focused on



healthy eating habits for disadvantaged communities, but the HIP programme is the first time she has run a course aimed at unemployed people.

“We talked about batch cooking and how to make it more efficient,” says Seema. “We looked at the cost of ingredients and embedded some English, Maths and employability skills within that. Seeing people inspired by food and to share the joy of cooking is rewarding...I think it will have a real impact.”

Outcomes from the initial pilots are promising, with all attendees completing the courses and more than half subsequently progressing into accredited training or work.

Amanda Huntbach, Work and Skills Engagement Lead at Rochdale Borough Council supported the early pilot scheme and says: “The change of scenery, the support, the life lessons and the skills that residents developed via this



programme will stay with them on their employment journey.

This also benefitted local organisations, reinvesting in the community and using their services, but it is equally important to create awareness of the support that they provide so that residents can use them again in the future.

It’s fantastic to see the feedback from this programme and to see them come away from traditional office-based employment support.”

# A tale of two Scotts

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**The Scott of 10 years ago was quick to judge and easily angered, a ticking timebomb of frustrations and unresolved mental health challenges. When his unmanaged emotions overtook, his first criminal conviction and time on probation followed.**

For the husband and father from Nottinghamshire, getting emotional wellbeing help from Ingeus' Commissioned Rehabilitative Services has meant the world to him and his family. Keen to acknowledge the transformational support he's received; a considered and grateful Scott says: "We're very thankful".

Knowing his past-self needed help, Scott's first positive move was to request counselling which led him, via probation, to the Justice team. Referred to the Personal Wellbeing service, the aim was to help him learn new skills to cope more positively with life's challenges, and to address and improve his mental health. Working with Ingeus Personal Wellbeing Advisor, Imran, proved to be a turning point:

"I came to meet some fantastic people and have since then progressed immensely I think in many, many ways through the guidance of Imran," says Scott. Imran too rebuilt his life after a past marred by two prison sentences. He's now an experienced member of the justice team, able to professionally empathise with and guide people on probation:

"My story is proof that your past doesn't have to define your future, and it's a story I share freely with the people I'm proud to be able to help at work," he says. "We identified that Scott would benefit from



some face to face, one to one time with myself where we looked at triggers, and a confidence and motivation session which looked at improving his belief and consequential thinking methods."

For 'major success story' Scott, it has delivered a new outlook on life, and the opportunity to follow in Imran's footsteps as a volunteer peer mentor, supporting qualified staff in their work with others on probation.

"Personal Wellbeing has taught me there are people out there that will help you," adds Scott.

"I've now come to a place where my first thought is not to anger. My first thought is not to judgement. It's helped me manage conflicts as well. Overall, very grateful. Absolutely.

"I would recommend Ingeus for several reasons as it has helped me and my family. It's engendered my ability to perform as I should be, as a human being, as a father, as a husband."

# Personalised employment support at WHP Pioneer jobs fair in London

On 17th July we welcomed employment partners and jobseekers to the Work and Health Programme (WHP) jobs fair in Hackney.



Our caseworkers and employers came together for the day to provide personalised employment support for the local community. There was also additional support from the Access to Work (Mental Health Support Services), known as Able Futures, who offered guidance on reasonable adjustments needs in the workplace and shared details of the support available for people in employment. It was an invaluable experience for our supportive teams, employers and eager jobseekers, with over 250 visitors in attendance.

Head of Employer Services London, Jonty Rookes, said: "What a day! This is the reason we do what we do, to witness the magic that when well-prepped, keen candidates meet eager, supportive employers."

"A massive shout out goes to Ralitsa Babcheva, Jules Bell and the amazing team at Hackney and the Pioneer Programme in London with a special thank you to Bárbara Lopes and Jordan Gogov. Thank you to all our exemplary employers and partners who took part in the event."

For more information on the support available in London visit [www.centrallondonworks.co.uk/whp-pioneer](http://www.centrallondonworks.co.uk/whp-pioneer)



# Carving out a future for Fraser the engraver

**Feeling comfortable in a new workplace is massively important if you're stepping back into employment after a prolonged break. If you've had difficult experiences with a past employer it can be even more nerve-racking to start again.**

Ask Fraser, from Wigan, who has found his new home from home after a company tour and friendly chat with the team assured him he'd found his new niche, as a laser engraver.

The 27 year-old was unemployed for two years after realising that a career as a software developer was not for him. His mental health had deteriorated and he left his job, unsure of his next move. Some temporary work followed but it wasn't until Fraser was referred to the Working Well Work and Health Pioneer programme, run across Greater Manchester by Ingeus, that things started to change.

"I've had weekly appointments, my CV updated, been sent job suggestions, and had support from the health team and my advisors Yvonne and Sharon," explains Fraser. "We had a chat about past work and what I like to do in my spare time, they took time to get to know me and listened to what I'd like and wouldn't like to do."

Pioneer gives intensive support to people struggling to find work. It prioritises working with local employers to give people supported starts back onto the career ladder. Sharon, an Ingeus Working Well Employer Specialist, had recently visited local merchandise supplier Laltex Promo at Leigh Commerce Park and knew



that Production Manager Stephen Lloyd would put Fraser at his ease.

"After meeting Stephen at a jobs fair I was invited to the factory to understand the layout and how the print room operates," explains Sharon. "What really stood out was how friendly and happy everyone was. I asked Fraser if he'd like to check it out, and the rest is history."

"I went along and loved it," continues Fraser. "The staff were all really welcoming and it seemed like a great place to work. I chatted to the manager to find out a bit more about the work they do and after the meeting Sharon arranged a formal application for me. I was offered a position as a trainee engraver, starting on the 1st of March."

*Continued overleaf.*

Laltex Promo is a major supplier of branded promotional merchandise including drinkware, office accessories, keyrings, and pens. The in-house branding studio prints and engraves thousands of items and, now he's fully trained, self-confessed 'night owl' Fraser works a 6pm to 2am shift.

Boss Stephen says: "Fraser is a great asset to the Laltex family. He is a very quick learner and now engraves, sets up and quality checks his work as though he has been with us for many years. He came to us a very shy,

very quiet individual who was quite introverted but has now really come out of his shell, getting involved in conversations and interacting with his fellow team members.

I think this has done him the world of good, not only from a work perspective but also in his personal life as he seems more confident and happier. It has been an honour to meet and help Fraser back into work, and a great addition to the print room team from a business point of view."

# New report evaluates the Education, Training and Employment programme

**Our new independent report on our Justice services was published this month. Ingeus commissioned independent expert, Russell Webster, to evaluate the Education, Training and Employment (ETE) programme delivered under the Ministry of Justice's Commissioned Rehabilitative Services (CRS) contracts.**

The report covers nearly three years of work across three regions: East Midlands (Derbyshire, Leicestershire, Nottinghamshire and Lincolnshire), North East (Northumberland, Tyne and Wear, County Durham and Tees Valley), and South Central England (Berkshire, Buckinghamshire, Hampshire, the Isle of Wight and Oxfordshire).

It examines service delivery including referral processes and interventions, as well as best practice and findings based on interviews with ETE advisors.

Carrie Peters, Ingeus' Director of Justice

Services, said: "We are delighted to share this evaluation and celebrate the impact our ETE services have had over the past three years on so many lives. We are also pleased that several of the improvements identified are shared by commissioners, with proposals for the next round of commissioning reflecting our calls for a more holistic and person-centred approach and a more effective referral process. We are excited about the impact providers like us will be able to make in the next generation of services."

**Scan the QR code to access the report**



# The best of both worlds

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**Experienced doctor Selvam Jacob once worked in intensive care units at hospitals in India. After moving to England, she focussed her knowledge and expertise in a new setting at Ingeus, and she couldn't be happier.**



“My life now is very different from when I worked as a doctor at specialty hospitals in India,” said Selvam. “Ingeus has given me a great alternative to practice away from the wards but in a role where my medical grounding and drive to help others can still happily combine.”

In almost a decade working for Ingeus, Selvam has progressed through varied and rewarding roles in the company's health division. Commencing as a disability assessor, she progressed to auditing assessment reports to ensure they met quality standards. She then discovered a new string to her bow and a real love for writing as a clinical training author.

Selvam's roles to date have been part of the Additional Healthcare Capacity Service which Ingeus delivers on behalf of the Department for Work and Pensions. Today she is proud to be a clinical training and development lead in London, co-ordinating and delivering training on functional assessments to other staff.

“We recruit and train talented healthcare professionals who provide high quality and respectful assessments for thousands of people,” explained Selvam. “I support a small team of authors and trainers who review and update the training materials to

comply with clinical policy and governance. In addition to applying her knowledge in different ways and in varied roles, Selvam says that one of the highlights of working for Ingeus is the professional and personal support given to her over the years:

“I have had opportunities that wouldn't be possible in a clinical setting within a similar time span. I also enjoy working for a company which so values diversity and inclusion and has a people-centred core that many medical professionals will associate with.”

As part of the global human services provider, APM Group, opportunities are available to relocate to other countries, while new contracts from partners are opening up new health-related roles for assessors, therapists and counsellors closer to home.

Moving away from a clinical setting doesn't mean moving away from your area of expertise or interest,” concludes Selvam. “A large part of what Ingeus does is aimed at helping people manage their mental and physical health and live fulfilling lives. I've seen it in action over the past nine years and would encourage other health professionals to consider flexing their expertise in new vocational areas.”

# Getting to know you...



**Rachel Farries**

**This month we stopped to take a minute to find out more about Rachel and her role as Head of Service Design.**

“My role is part of the Operational Excellence team which involves designing and delivering reporting and system changes to support our operational teams, as well as creating processes and launching and embedding new technology.

I love having the opportunity to find something that can be changed or improved to make things easier for the teams who are front and centre, supporting our participants to find employment. Seeing the lightbulb moment when we launch a tool or a report and someone realises that this can make a huge difference to their day to day is one of my favourite parts of the job!”

**We asked Rachel to answer life's essential questions:**

**Sunrise or sunset?**

Sunset

**Fruit or vegetables?**

Vegetables

**Book or movie?**

Book

**City or**

**countryside?**

Countryside

**Tea or coffee?**

Coffee

**Pizza or pasta?**

Pizza

**Text or call?**

Text

**Summer or winter?**

Summer or winter? Can't possibly decide! Sunshine vs. Christmas... tough choice!

**Cats or dogs?**

Cats

**Driver or passenger?**

Passenger



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