

Andy Burnham visits Rochdale centre

Ingeus welcomed the Mayor of Greater Manchester, Andy Burnham, to our Rochdale centre on Friday 9th May.

The visit was an opportunity to showcase the employment support services offered as part of the Working Well suite of employment and health programmes and the positive impact made on the local community.

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 sustainable employment so far. Commissioned by the Greater Manchester Combined Authority (GMCA) and delivered by Ingeus-led

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InWork GM, the programme is delivered across all 10 boroughs in Greater Manchester in partnership with the Growth Company and Seetec.

Andy Burnham commented: "It's everything that I'm hoping to build in Greater Manchester: an all-round, whole-person support system to help people remove some of the difficult barriers in their life, move into

a positive situation, start to Live Well, and then start Working Well."

Nicola Ridings, Head of Delivery for Working Well: Work and Health Programme, said: "We were delighted for Andy Burnham to visit the Rochdale centre and be able to see firsthand how our services support local people with long-term health conditions and disabilities on their pathway towards employment."

'Roots to Dental' is Highly Commended for 'Social Responsibility'

Working Well: Roots to Dental, a collaborative offer jointly led by Greater Manchester Combined Authority (GMCA), the University Dental Hospital of Manchester and Ingeus (as a Working Well provider), has been Highly Commended for 'Outstanding Contribution to Equality, Diversity and Inclusion' at the University of Manchester's Making a Difference Awards.

Roots to Dental provides free dental treatment to jobseekers on the Working Well: Work and Health Programme (WWWHP), which supports people with disabilities or long-term health conditions into sustainable employment. Of the 31,000 people supported by the WWWHP, 15% report dental issues, with many lacking regular access to care - impacting on their wellbeing, confidence and employability. Since launching in July 2023, nearly 300 WWWHP participants have been referred to WWWHP for treatments including check-ups, extractions, and dentures.

Among the first to benefit from the scheme was 52-year-old WWWHP participant Julie, who was unemployed for more than a year after tendonitis in her arms meant she had to give up work as a carer. 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 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 has now 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."

As well as helping jobseekers, Roots to Dental offers hands-on experience for dental students, enhancing their skills and community engagement. Dr. Vitalia Kinakh,



lead for Social Responsibility at the University of Manchester's School of Dentistry, said, "Roots to Dental has significantly improved the lives of many individuals while providing our students with crucial hands-on experience. This initiative embodies the spirit of social responsibility and community support that we strive to instil in our students."

Thomas Britton, who leads on GMCA's Working Well services said: "The greatest success of Roots to Dental is the innovative partnership that connects between work, health and skills delivery in terms of addressing chronic oral health barriers, improving their prospects of getting and keeping a job and supporting high quality, practical experience for clinical students, in a sense growing our own dentists of the future".

"Most importantly we have created an 'alternative pathway to care' and so alleviating pressure on a traditional NHS dentistry system that is struggling."

Adele Holloway, Ingeus Operations Director, added, "We're proud to be recognised for our collaborative work improving dental access for those facing unemployment or financial hardship, while supporting the next generation of dentists."

Film director Lian is ready for "Action!"

At Ingeus, Learning at Work Week (12th-18th May) is more than a celebration—it's a commitment to helping people unlock their potential through continuous development and tailored support.



Our industry-award-nominated career coaching is available to Restart Scheme participants with niche or executive-level skills—helping them transfer their expertise to new industries or overcome limiting barriers. This support enables people to enter and progress into meaningful, responsible roles. Lian's story is a powerful example of how putting time into learning and improving yourself can impact your career journey.

From an early age, Lian had dreamt of being a filmmaker. Beginning by crafting animations as a child, his ambition was far from a head-in-the-clouds pipedream. By his late teens, and having been diagnosed as severely dyslexic, he was taking his studies as a trainee Director by storm, gaining scholarships, critical acclaim, and a coveted place at the National Film and Television School.

Unfortunately for Lian, the pandemic was working on a different script. As the film industry and the professionals within it weathered the devastating and ongoing effects of Covid, Lian's prospects and mental health took a huge knock.

"It felt as if I was constantly chasing a dream," says Lian, who is 30 and lives with his partner and creative collaborator in Islington. "I was taking any kind of job to keep my head above water, but my confidence was crumbling. I was at a major low point."

Eventually claiming Universal Credit, Lian was referred to the Restart Scheme, delivered across London by Ingeus. Employment specialists, including Executive Career Coach Clare, give people tailored support to find work, including self-employment. As fate would have it, Clare herself has an acting background, and the pair hit it off immediately.

"I was so relieved that Clare understood my world; the complexities of planning a film, and the buy-in I needed to gain from a whole raft of influential people. I was pitching my debut feature film, set in South Asia, and needed to present confidently, eloquently and enthusiastically. I thoroughly believe in my work and the potential it has to help train and upskill local talent on a massive scale, but I was in such a low mood, I needed to be energised."

Together they developed an action plan of areas to work on. From overcoming limiting beliefs and body language, to breathing exercises and voice training, Lian worked tirelessly on presenting himself. With his 'complete honesty and openness to learn' according to Clare, Lian was soon back on track with his plans. He returned to South Asia in early 2025 with funding and a crew in place ready to start filming.

Lian adds: "I had no idea I'd find an incredible coach like Clare on the Restart Scheme. I think many more people could benefit from this kind of help.

"She poured genuine belief into me. I can't express how lifechanging working with her is proving to be. Firstly, she really listened to me, then led me to what I needed to focus on. I was happy to put the hours in at home practicing. She totally understood how I ticked and gave me the confidence, practical skills and belief to realise my dreams."

For Lian, it's a wrap!



Marathon for Mental Health Awareness

Emeka, one of our Restart Scheme advisors, recently completed the Paris Marathon in support of Mental Health UK. Her inspiring effort not only raised vital funds but also shone a light on the importance of mental health awareness.

Emeka shared her motivation for taking on this challenge:

“I chose to run for Mental Health UK because I’ve seen firsthand how deeply mental health challenges can impact individuals and those around them. Witnessing a close relative’s journey opened my eyes to the importance of support and awareness.

Working in environments where mental health struggles are visible every day has shown me how they affect confidence, stability, and overall wellbeing.

By running this marathon, I hope to raise awareness, contribute to change, and show solidarity with those facing these challenges—because no one should have to navigate them alone.”

Her passion and commitment are a powerful reminder of the difference one person can make.

Congratulations, Emeka!

Learn more about Mental Health UK at [mentalhealth-uk.org](https://www.mentalhealth-uk.org)

Community volunteering in Peru

Every employee at Ingeus gets two community volunteering days a year to make a difference. We are inspired by the commitment and passion of our employees who support such meaningful causes.

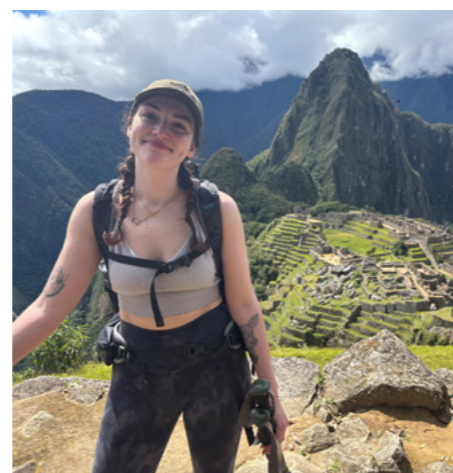
Sarah, Wellbeing Officer for Restart Scheme in Greater Manchester, used her volunteering days to support Action For Children, on a trek in Peru. Over 3.5 days, she climbed to an altitude of 4,215 meters, walked over 45km, and conquered over 10,000 stairs to reach Machu Picchu.

Action For Children is dedicated to transforming the lives of children and young people across the UK, especially those facing some of life’s toughest challenges. Their critical programmes focus on helping children grow up safe, happy, and healthy.

Sarah said of the experience: “The challenge was harder than we anticipated, but I am so proud of myself and everyone else who took part. My inspiration was challenging myself to a new level and

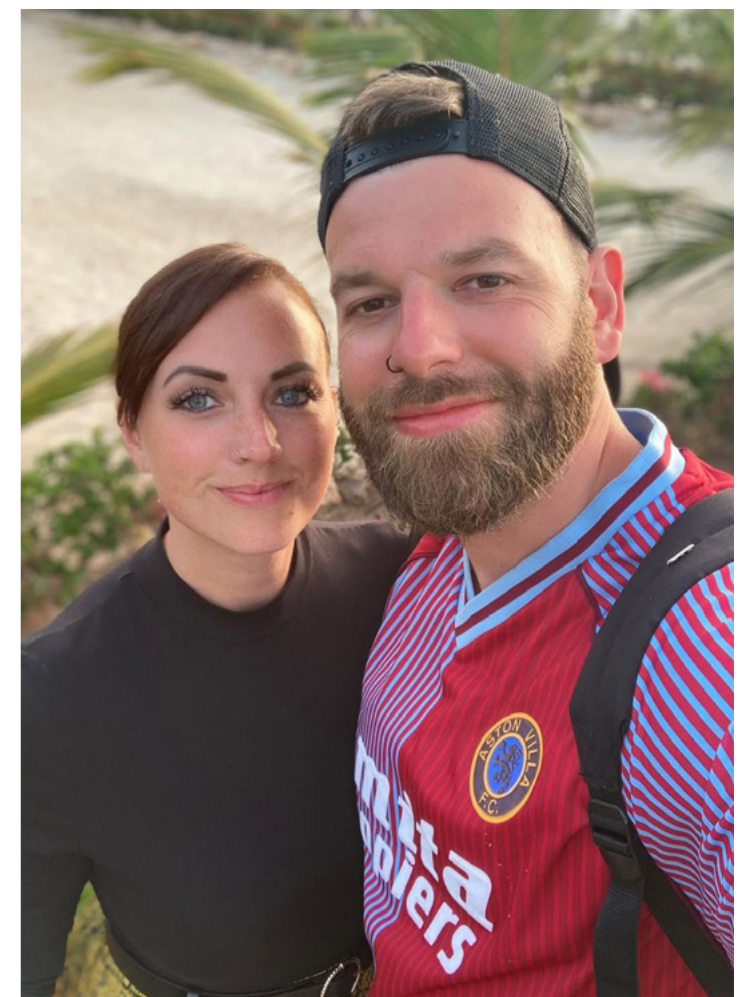
continuing to support a charity that has been close to my heart since 2018.”

Learn more about Action For Children and their impact at [actionforchildren.org.uk](https://www.actionforchildren.org.uk)



A Professional and Personal Commitment to Care

Ex-gym manager Grant was on holiday back in the summer of 2022 when he decided that something had to change. He was dreading going back to work and a career he’d built over 18 years in the fitness industry. He had no work-life balance, his mental health was suffering, and he yearned to do something more fulfilling.



The first job advert he saw on his return was for Ingeus.

Impressed by the scale of Ingeus as part of the global APM group, he took a leap of faith and applied for a role as a Restart Advisor in West Bromwich.

“I just thought what was meant to be, will be,” says Grant, “From the moment I arrived at my interview, I could feel the stars aligning. Everyone was so welcoming. The interview was really conversational and when I was asked about SMART goals I came into my own having set them constantly in the fitness industry. It just felt right. I was offered the role that day and, despite taking a pay cut, literally jumped around my office. I knew I’d found my fit.”

Fast forward three years and Grant has progressed to work as a local integration lead and, in January 2025, as he turned 37, was promoted to Restart Scheme Team Leader, based in central Birmingham.

“Ingeus has honestly been the best decision I have ever made, not just for me, but for my family,” continues Grant, who is married to Keeley in a household currently with three children and three dogs – with an extra face at the table due imminently...

“I thrive on change, and it seems like Ingeus knew my strengths even better than me. I’ve been encouraged to take on training and go for new positions. I now have the privilege and responsibility of onboarding new team members and embedding the Ingeus values that have been so prevalent in my time here. Ingeus is the only company I’ve known that genuinely walks the talk with its values, and it creates such a positive culture.”

Grant’s yearning to help others has not only led him to success at Ingeus, but also to him and his family undertaking rigorous screening to become foster carers. Recently approved, they’re excitedly awaiting their first placement.

“Our friends are a foster family so we’ve seen first-hand what a difference you can make,” continues Grant. “We’re unable to have more of our own children but we know we can offer a warm, caring environment for someone who needs it.

“Fostering was always a thought for us but working for Ingeus has really opened my eyes to some of the struggles people face. For me, being able to enable better lives, 9am-5pm, Monday-Friday with Ingeus, and to support vulnerable children outside of those hours, gives me my gratification, my quality of life.

“My colleagues have been so supportive as we’ve gone through the fostering process. I’ve had flexibility to attend assessments and training days, and everyone’s interested in our progress. They went through it with us, and I can’t big up Ingeus enough for it.”

Talking Therapies delivering mental health support



Work, or the absence of it, plays a significant role in most people's lives. Like a mental health pendulum, its pressures and demands can adversely affect us personally, just as anxieties and challenges at home can influence our ability to work effectively.

When you're caught in this cycle, whatever its cause, it can be hard to see a way forward. That's where Ingeus' Employment Advisors in Talking Therapies service, available in Derbyshire and Newham, can help.

Talking Therapies offers psychological NHS services to people who self-refer or visit their GP with mental health concerns. Where work factors are considered an integral part of supporting a person's recovery, their Talking Therapies clinician can suggest help from Ingeus' specialist employment

advisors, freeing up their time to focus on therapy. Operational in Derbyshire since 2019 and Newham since 2024, more than 17,000 people have been referred for support to date.

"We see a huge range of people, from those who have never worked before, to people earning six figure salaries struggling with their work-life balance," explains Ingeus Service Manager, Ally Campbell. "There are people from all different industries, with a variety of work-related needs, but what's consistent is the desire for change. They don't want to be in the position they're in, but don't know what to do about it.

"Common issues are confidence and trust, so we take time to get to know people, working alongside their Talking Therapy to understand where they'd like to be in life. There's no strict employment process everyone follows. It's about empowering clients with the information and self-assurance to make positive work changes."

The outcomes that Ally's almost-40-strong-team work toward fall into three broad categories: helping people to retain their current employment; assisting those returning to work after a sickness absence; and supporting people into new employment. When right for the individual, the team can also help people move into self-employment or retirement or indeed leave workplaces to focus on their mental health.

Ally explains the wide-ranging support provided: "Retaining someone's employment but overcoming a current problem is common. They may have a new health diagnosis and need help discussing reasonable adjustments, like the flexibility to attend medical appointments. People going through disciplinary or grievance proceedings also want advice on what to expect of

the process and possible outcomes. Our advisors will help clients find or create solutions and will give advice on how to discuss it sensibly with an employer. We can advocate at in-person meetings too; employers are often open to that as we all essentially want the same thing: for that person to stay in work and do well there.

"Similarly, people taking sickness absence may need help talking to their employers about a phased return, or adjustments when they do. If they're not yet ready for that, we can help with monetary guidance like debt management and budgeting. Occasionally, it's a case of identifying a Plan B if their existing employment is no longer right for them.

"A large percentage of our clients are looking for new jobs. They may be parents, carers, young people, older workers, people with health conditions, each with barriers they're concerned about. They often feel limited in what they can do and fear the unknown, especially if they're new to job searching. We take an asset-based approach – mapping people's skills against what they want to do, not just applying for vacancies that they don't really want and probably won't hear back from. We can then also help with very practical support from CV writing, job searching and interview guidance, to benefits advice, transport, and work clothing.

"Our advisors must be prepared for every eventuality – and are skilled in navigating them all. No two clients are the same, but with our varied backgrounds and own lived experience, the team has a wealth of knowledge and tips to share. We're here to support both the recovery and sustained mental health of our clients – finding the right long term work solution, whatever it may be, is key to that."

Positive Pathways receives extended funding

Positive Pathways, a research project delivered by Ingeus, will now enter a new phase in 2025 - reaching more young people and building on what works to strengthen the long-term positive impact on young lives.

Launched in 2024, Positive Pathways offers 15-17-year-olds new opportunities to change their path. It begins with one-to-one mentoring, followed by a unique residential experience that helps build trust, motivation and self-belief, with a celebration event at the end for all graduates. The project is designed to help young people explore safer choices, develop positive routines, and work toward brighter futures.

It supports those who are facing behavioural challenges, are vulnerable to exploitation, or have close ties to people involved in criminal activity. By working in partnership with schools, youth justice teams and community organisations, the service offers



meaningful support at the right time—before young people find themselves on a more uncertain path.

In its first year, Ingeus delivered 277 hours of mentoring, and collaborated with 49 referral partners across the East and West Midlands.

"Following a really promising pilot, YEF are excited to be partnering once again with Ingeus to continue delivering Positive Pathways," said Dr Mollie Bourne, Assistant Director of Impact, Programmes and Partnerships at the Youth Endowment Fund.

"Ingeus have shown real commitment and skill in delivering the programme, and we're excited to move into the second year with them."

Emma Watson, Head of Service for Positive Pathways at Ingeus, said:

"We've seen first-hand the powerful impact Positive Pathways is having on young people—helping them build confidence, set goals, and take real steps toward safer, more positive futures. This next phase gives us the opportunity to reach even more young people across the Midlands and continue doing what we do best: enabling better lives."

The next phase will include performing a detailed evaluation, working in partnership with Sheffield Hallam University, to help shape best practices in youth intervention nationwide.

The programme remains free to access and is open to eligible young people living in Midlands. Referrals can be made by organisations via ingeus.co.uk/positive-pathways.



Youth Voice Ambassadors deliver National Youth Strategy workshop

The Government is creating a new ten-year National Youth Strategy to tackle the challenges for this generation of young people and ensure that every young person can thrive.

The National Youth Strategy will bring power back to young people and their communities and improve youth focused services, moving away from a one-size-fits-all approach from Government.

Our Ingeus Youth Voice Ambassadors Aaliyah, Arshiya and Faith supported a 'Deliver You' workshop in London with other young people, giving a platform to have their say.

The 'Deliver You' campaign is an opportunity for young people to share their views, experiences and ideas, informing the government on what really matters to them. Insights from the session included what are the biggest worries faced by young people right now, what their hopes were for the future and what is the one thing the government can do to improve things for young people.



Getting to know you...



Elodie Ritter

Partnerships & Integration Manager, Restart Scheme

This month we stopped to take a minute to find out more about Elodie Ritter and her role at Ingeus.

"I'm the Partnerships & Integration Manager and work on the Restart Scheme across Greater Manchester and first joined Ingeus in the summer of 2021! Leading a team of 6 brilliant

Local Integrations Leads, we specialise in engaging with local services to support participants by addressing their barriers and progressing them in their journey towards employment. This involves supporting the operational teams and relationship managing dozens of Jobcentre Pluses and external stakeholders, such as skills providers, colleges, charities, and many more. We're also strong advocates of social value and love finding new ways to support our local communities."

"We specialise in engaging with local services to support participants by addressing their barriers and progressing them in their journey towards employment."

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

Sunrise or sunset?
Sunrise!

Fruit or vegetables?
Fresh, crunchy veg is my favourite

Book or movie?
50:50

City or countryside?
Countryside or a very leafy, green city

Text or call?
Text or voice notes!

Adventure or relaxation?
Always adventure

Singing or dancing?
Singing but 0 talent (I do have a list of karaoke songs on my phone though?)

Cats or dogs?
D.O.G.S.

Sweet or savoury?
Savoury

Driver or passenger?
Either a passenger in the front or driver (I get travel sick!)