

## Trio of awards for Justice team

**Ingeus' Justice teams celebrated successes at the recent Nepacs Ruth Cranfield Awards and the Inspire Justice Awards.**



The Nepacs Ruth Cranfield Awards recognise exceptional individuals and teams in the North East of England for their innovative work in promoting the rehabilitation of offenders.

For the third successive year, Ingeus team members were recognised with Case Manager, Jill Anderson, and former volunteer Peer Mentor, Linzi Storey, receiving Certificates of Excellence at this year's awards event held at Seat Unique Riverside.

At the Inspire Justice Awards, Stuart McCarron, Personal Wellbeing Advisor for Ingeus' Commissioned Rehabilitative Services, was honoured as the Highly Commended individual for Rehabilitation Worker of the Year. Congratulations to Jill, Linzi and Stuart for their fantastic achievements!

Ingeus' Justice services help people in the criminal justice system successfully transition back into the community through specialist rehabilitative support services. Read more about the work of our award-winning teams at [www.ingeus.co.uk/services/justice](http://www.ingeus.co.uk/services/justice).

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# Employability Day 2024

## Teams across Ingeus celebrated Employability Day 2024.

Employability Day is a day coordinated by the Employment Related Services Association (ERSA) to showcase and champion the amazing work of the employability sector and everyone helping people positively progress through finding and staying in work. A range of collaborative employment support activities took place at Ingeus'

Restart Scheme centres and Work and Health Programme centres across London and Greater Manchester including including Hounslow, Brent and Haringey, Bolton, Wigan , Bury and Tameside. Each centre brought together colleagues, employers and jobseekers for unique events to celebrate the day.



Colleagues from the Work and Health Programme and Restart Scheme in Bolton organised a special ERSA event with our partner, Bolton Council, including a speech from the Mayor of Bolton, Counsellor Andrew Morgan, and support from SmartWorks Charity.



At our Haringey centre participants took part in Security Industry Authority (SIA) training with guest visitors from HSBC delivering a financial wellbeing sessions.



**Bury**



**Tameside**



**Wigan**



**Haringey**



**Brent**

# Singing from the same song sheet



## Julie Graham, CEO of Ingeus' Employment Services, aligns Ingeus' emphasis on the importance of inclusive recruitment and collaboration with employers to ensure this, with ERSA's 2024 Manifesto.

Ingeus, employing over 2,500 people, highlights the link between inclusive recruitment and employee retention. By exploring all avenues to find the right person for a role, Ingeus builds loyalty, saves costs, and reduces risk, leading to a stable, productive workforce. They support individuals to become committed team members, both within their workforce and for other employers. This approach is crucial as employers navigate a fast-changing labor market and new legislation aimed at strengthening workers' rights from day one.

Understanding employer needs is essential to avoid mismatches in programs. This aligns with the ERSA (Employment Related Services Association) 2024 Manifesto, which emphasizes meeting employer needs. Ingeus collaborates with employers to understand their recruitment needs, finding enthusiastic candidates and upskilling them to meet expectations.

A successful example is a pilot program with a North London teaching agency, where Ingeus prepared neurodivergent participants for teaching assistant roles. This collaboration, supported by ongoing

services, exemplifies the ERSA Manifesto's call for innovative, employer-driven programs.

Ingeus offers a range of in-work support, including training, travel expenses, and equipment, ensuring sustained employment. They pride themselves on bridging the gap between job seekers and employers, fostering long-term relationships based on trust.

As government thinking evolves, Ingeus hopes for more coherent collaboration across the UK labor market, integrating health, education, and employment services to support disadvantaged individuals. The

ERSA Manifesto advocates for re-energizing systems to better support job seekers, with employers playing a crucial role in this transformation.

**Scan the following QR code for more information on the 2024 ERSA Manifesto:**



# Parking company's employment policy is just the ticket for jobseekers

**“Send them along” – three words that are changing jobseekers’ lives through the partnership between Ingeus and parking management company, APCOA.**

It's the response that Sharon, a Working Well (Work and Health Programme) Employer Specialist for Ingeus in Wigan, gets when contacting APCOA's Kevin with a potential employee. So far that invitation to an interview has seen eight people, who have struggled to find work due to a variety of mental health conditions, taken on in the past three years. All of them remain happily employed there.

The eight recruits, participants from a range of Ingeus' employment programmes, are employed across admin and customer service roles. Among those taken on is Luke, who struggled with anxiety. He was referred to APCOA by Sharon under the Government's Restart Scheme for jobseekers who have been out of work for nine months or more.

Luke, 29, says: "I've only had temporary jobs in the past and I am anxious by nature, but Ingeus helped with interview techniques and Kevin was relaxed and welcoming and put me at ease.



Another successful applicant was 37-year-old Katie, who lost her job as a nursery assistant due to ill health and was out of work for nearly two years. Sharon recommended her to APCOA under the Work and Health Programme, which supports people whose barriers to finding jobs range from disabilities and health conditions to experience of the criminal justice system.

She says: "Sharon told me 'I've got the perfect opportunity for you' and she was right – I've never worked for a company or management like this where everyone is treated fairly."

Kevin said: "Ingeus understands our requirements and puts forward people that are more than capable with a little support."

# Ingeus launches new assessment service

In September, Ingeus started delivering the new Health Assessment Advisory Service (HAAS). The Health Assessment Advisory Service arranges and carries out assessments for DWP. The purpose of the assessment is to understand how an illness or disability affects a person's daily life. After the assessment, DWP makes the decision as to whether the individual will receive any benefits. The Health Assessment Advisory Service is

delivered on behalf of DWP by Ingeus. Alex Hayes, Director of Health, said "We are very excited to welcome new HAAS colleagues to Ingeus and look forward to focussing on delivering high quality services together with our delivery partners PFAS and Advo on behalf of the Department for Work and Pensions across London, East Anglia and the South East of England."

## Journey to the ICPA Annual Conference 2024

Ingeus attended the International Corrections and Prisons Association (ICPA) Annual Conference to join discussions and share new ideas for improving the quality of support for rehabilitating offenders. The theme of the conference was 'Enabling Desistance: Beyond Recidivism' and focused on new trends and approaches to enhance the quality of rehabilitation.

We have supported people on probation through rehabilitative services in the criminal justice system for over 25 years, including supporting more than 50,000 people through two Community Rehabilitation Companies in England. Today we are the leading provider of His Majesty's Prison and Probation Service (HMPPS) CFO Evolution programme, as well as delivering multiple Commissioned Rehabilitative Services (CRS). Our team works with probation and specialist partners to provide tailored support in areas including



accommodation, sustainable employment, personal wellbeing, training and education, financial security, and dependency and recovery services.

Carrie Peters, Director of Justice Services, said: "It was a privilege to network and share best practices with our peers in Singapore and the wider international community involved in the justice system."

# Holly is a trailblazer for young people

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**Living with a hidden disability is tough, as young campaigner, Holly knows only too well. Holly has a rare disease known as Scheuermann's Idiopathic Hyperkyphosis, which causes a curved posture. Despite her health challenges, Holly is making a difference to other young people's lives as a National Youth Voice Ambassador for Ingeus.**

Youth Voice serves as a central advisory board, representing the views of younger participants. Ingeus engages with the group regularly for input and feedback on all aspects of its services. Youth Voice Ambassadors are given the chance to influence change and policy at Ingeus, as well as engaging with and inspiring other young people.

Holly, now 22, grew up in Hampshire but spends most of her time in Norfolk at the University of East Anglia. She is passionate about connecting with people and breaking down barriers, which is why she is studying languages and humanities, including a module in British Sign Language. Holly was one of the first young people to be selected as a National Youth Voice Ambassador for Ingeus and has been in her role for two years



Causes close to Holly's heart include disability awareness, homelessness prevention and being an advocate for mental health. She recently trained as a mental health first aider with other Youth Voice ambassadors and is planning a social action project which will involve a talent showcase and fundraising activities for a disability charity. As an ambassador, Holly attends meetings across the country and creates promotional films for the NCS. She has given talks to young people on NCS programmes about the importance of being yourself. "I have spoken at two panels now and it was really rewarding, I had people coming up afterwards asking how they could get involved with Youth Voice," says Holly.

Thanks to her work with Youth Voice, Holly has become a Disability Ambassador at university, giving talks and presentations on open days. She is also on the committee of the Disabled Students' Society. "This all happened because I gained confidence through Youth Voice," says Holly.

# Giving back to the community

Ingeus teams have been giving back to the community through a variety of activities, raising money for charities. Check out what they've been up to!



Our Learning and Development team spent a day volunteering at Wythall Animal Sanctuary helping to clean, paint, organising donations and walking dogs.



A charity football match to support Mentell, a local men's health charity, featured the 'Ingeus All Stars' team raising money and achieving a 5-4 win!



Local Integration Lead for the Restart Scheme in Greater Manchester, Loraine Campbell, took part in the Bubble Rush 5k to raise funds for Bolton Hospice.



The Restart Scheme teams at our Manchester St Ann's, Bolton, and Hackney centres organised a very delicious Macmillan Coffee Morning, selling tea and cakes galore to raise money for the cancer charity as part of their annual Coffee Morning campaign, which included a donation from our supply chain partner, Momentic.

**Amazing efforts from all to support local communities showing an unwavering commitment to our values!**

# 'Bodyswaps' launched for jobseeker support

**Ingeus is piloting Bodyswaps, a new virtual reality (VR) and artificial intelligence (AI) learning tool for participants to use as a job interview resource.**

Bodyswaps has launched at Ingeus' Restart Scheme centre in Hackney and will be rolled out at more centres across London and Greater Manchester for participants and employees to use.

Bodyswaps provides interview simulation scenarios for participants to test out ideas, answers and get real time feedback. The AI component provides feedback on things like vocabulary chosen, how fast the person was speaking, and use of filler words.

Ingeus employees will be able to track eye movements and hand gestures using a VR headset and give further insights on body language for participants to improve on.

Ibrahim Mohamoud, Team Leader at Ingeus' Restart Scheme in Hackney, said: "We have already had feedback from participants about how useful it is to have a job interview tool that can ask different questions and provide feedback on speech patterns and vocabulary."

## Panel discussion Youth

**Young people and the future of the West Midlands was a key area of discussion at the Centre for the New Midlands' Connections for Prosperity conference.**

The Centre for the New Midlands is an independent non-partisan think tank dedicated to creating a better region and the conference brought together over 200 organisations to look at addressing topics such as transport, social infrastructure and housing. Our Programme Director for the Youth division, Rob Houlston, was invited to speak on the Youth and Work Experience panel alongside other speakers at the event including Richard Parker, Mayor of the West Midlands Combined Authority; Simon Foster, West Midlands PCC; and Steve Rigby, CEO of Rigby Group.

The discussion included taking more innovative approaches to work experience, recognising the challenges young people face and how important it is for organisations to provide support and opportunities.



# Saliha's successful second belt



**Saliha's success in gaining a Lean Six Sigma green belt has been no accident. Hard work, determination, and a love of what she does has proven the perfect combination in getting across the line, and graduated from the Ingeus Continuous Improvement Academy.**

For the second time earlier this year, having been awarded a yellow belt last year – Saliha's family and team will be applauding her every step of the way.

"I firmly believe in pushing yourself to achieve something worthwhile," says Saliha, an Ingeus Business Manager for the Restart Scheme in Ealing. "My family and team have seen me reach way beyond my comfort zone and I've been sitting revising with my daughters as they do their homework. It's been inspiring for them to see me out of mummy-mode; they were so proud when I got 97% in my exam! I want them to learn that hard work pays off."

The mum of two, who oversees a team of almost 40 colleagues, is certainly no stranger to hard work. Leaving a successful optometry career to start a family, Saliha became an extended family carer during Covid. Despite a close family bereavement and the demands of two young children, she bravely changed tack to train as a Jobcentre Plus work coach, quickly rising up the ranks before applying for her Ingeus role in 2022. On the day of her interview, she was also told she'd require invasive surgery for a degenerative disk disorder. She started work at Ingeus – on crutches – six weeks after the operation.

"The support has been incredible from the start," says Saliha, who has now had spinal surgery three times. "When I joined and undertook the white belt training I found it really stimulating, a good distraction from my mobility issues. I moved to the yellow belt last year, and green this time, and the support is always there. The way the modules are structured, how the Continuous Improvement Academy accommodates different learning styles, and the ilearn platform – it's all wonderful.

**"It had been a long time since I'd studied, and I'd been through a lot, but I've always been made to feel comfortable, it's totally people-centred, which I like. The learning and emotional support, it's all there."**

Saliha's green belt accreditation has seen her design a progression pack, detailing the achievements and onward appointments for Restart Scheme jobseekers. It helps people to plan their next steps and has aided shared communication with Jobcentre Plus colleagues. *Continued overleaf.*

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Ever mindful of the nurturing approach which helped her weather those tough post-Covid times she concludes:

“My role is very target driven but the targets are there for very good reason: to improve the quality of life for others.

People are very important to me and this green belt is no exception. I actively encourage my team to gain new skills to use at work and home. They spend all their time supporting participants; I’m going to spend mine supporting them.”

# Making an impact for National Inclusion Week

**Head of Supply Chain and Operations for Restart Central and West London and Lead for Ingeus’ Race and Ethnicity Network Group, Anastasia Fernandes, shares why National Inclusion Week and Black History Month serve as crucial reminders of the ongoing journey toward equality and inclusion.**



I am incredibly proud of the work our Race and Ethnicity Group has undertaken to support Ingeus values, particularly in fostering an inclusive environment where everyone feels seen, heard, and valued.

The theme for this year’s National Inclusion Week is ‘Impact Matters’, a message that resonates deeply with me. Impact is not just about the big changes but also about the small, everyday actions that collectively drive progress. We all have a responsibility to ensure that our impact aligns with our values whether it’s through our professional roles or our personal lives. The Race and Ethnicity Network Group has been at the forefront of these efforts at Ingeus, launching initiatives that aim to educate, empower, and engage. From encouraging staff to bring their whole selves to work, to having discussions on racial

equality, to celebrating the rich contributions of Black and minority ethnic communities, our network is dedicated to making a tangible impact.

This year’s theme for Black History Month is ‘Reclaiming Narratives’. It challenges us to confront and dismantle unconscious biases, reject harmful stereotypes, and take ownership of our education regarding the histories and experiences of Black communities. This theme underscores the importance of ensuring that the stories of Black individuals are told authentically, by those who live them, rather than being shaped by those who may not fully understand or appreciate their significance. Recognising and addressing these biases is critical to fostering a truly inclusive environment. It’s essential that we all take responsibility for our learning, especially when it comes to understanding the complexities of race and ethnicity.

# Getting to know you...



**Owen  
Peterson**

“**This month we stopped to take a minute to find out more about Owen Peterson and his role at Ingeus.**”

I am the Head of Service for CFO Evolution in the North East, West Midlands and East Midlands. CFO Evolution is one of the services we deliver in the Justice division, providing comprehensive support for the diverse needs of people in prison and on probation to help reduce reoffending. I am incredibly proud and fortunate to lead such an amazing team who are all committed to making a positive difference to the lives of our participants. I really enjoy working with the wide range of internal and external stakeholders who share a collective passion for positively impacting society.

## **We asked Owen to answer life's essential 'this or that' questions:**

### **Sunrise or sunset?**

Sunrise

### **Fruit or vegetables?**

Fruit

### **Book or movie?**

Movie

### **City or countryside?**

City

### **Text or call?**

Call

### **Adventure or relaxation?**

Relaxation

### **Singing or dancing?**

Singing

### **Cats or dogs?**

Dogs

### **Sweet or savoury?**

Sweet

### **Driver or passenger?**

Driver



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