

New London employment support service

We're excited to announce our new partnership to deliver the London Pathway Partnership (LPP) Employment Support Service. The service started on the 8th December and will run for an initial 12-month period.

LLP is designed to support men and women aged 18 and over who are on Licence with Probation Services, have a serious offending history, and are screened into the Offender Personality Disorder (OPD) pathway. The aim is to help participants overcome barriers to employment and reduce reoffending through meaningful, sustainable work.

The programme will provide personalised, end-to-end employment support, including:

- Employer engagement and job matching
- One-to-one sessions and workshops on CV building, disclosure, and interview skills
- In-work support for at least three months to ensure job retention

This partnership marks an important step toward creating opportunities, fostering rehabilitation, and building safer communities.



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AGE PROVES NO BARRIER FOR NEIL

Job hunting at the age of 60 wasn't part of Neil's career plan, nor was it proving easy. When an opportunity at Ingeus came along, his luck – and career path – took a new direction.



Now 61, Neil works as a Work and Health Coach within the Work Well team in Wigan. His working life with Ingeus began in March 2024, after spotting a job advert and finding the courage to apply.

"I'd applied for a few jobs before Ingeus but wasn't even getting interviews," reveals Neil, whose career history includes business-to-business sales and customer service.

"The Ingeus advert came out of the blue, and I went for it. The participant-facing aspect of the role really appealed to me. I felt comfortable dealing with the public, even though the employability sector was totally new to me. When I attended the assessment centre and realised who I was up against, I thought I had no chance!

"Ingeus saw something in me and gave me the chance I needed. I thought it

would be exceedingly difficult to adapt to working in a totally different sector, but I realise now how many of my skills have been transferrable. I used to speak with people about engineering products, but now I'm talking to them about support services, and more importantly themselves."

His life experience and transferrable skills proved attractive to Ingeus. More than 18 months later he's thriving in the company – so much so that when Ingeus' contracts were changing earlier this year, he was encouraged to apply for the role as Work and Health Coach, on the new Work Well programme.

As part of the Wigan Work Well team, Neil travels around his local area to meet participants at local venues such as libraries, family hubs, and cafes. Being on the road means he doesn't have a set office-base, but his

colleagues are still an integral part of his life at Ingeus.

He explains: "The support has always been there from my team, my manager and the company as a whole; throughout my onboarding, my colleagues were brilliant. If it hadn't been for their support, I wouldn't be as confident as I am now in doing my job. There were times when it was challenging learning everything in the early days, but they have been so supportive.

"Yes, the benefits package is attractive, especially the pension at my age, but it's about more than that. The values and culture of Ingeus are totally embedded. Me and my colleagues do our best to promote Ingeus' values, we support each other and we believe in changing lives. I'll be very happy working for Ingeus until I retire."

SAM BRINGS LEARNING TO LIFE AS A CLINICAL TRAINER



For Sam, every day starts with preparation. As a Clinical Trainer at Ingeus, Sam plays a vital role in equipping colleagues with the knowledge and confidence they need to succeed.

"A typical day for me is logging onto my computer and looking at the materials for the day. I find out what course I'm on and who I've got with me. Read through the materials, making sure I know what I'm going to be talking about for the day because that helps."

Sam delivers training sessions virtually, creating an engaging and supportive environment for participants. "I greet the

participants on — it's usually a Microsoft Teams call — explain to them what we're going to be doing today and just gradually work through the material."

Breaks are built into the day, but behind the scenes there's plenty of admin to keep things running smoothly.

"We also do admin behind the scenes, filling in logs of any questions that we've had from participants that will need to be actioned."

The role is fast-paced and rewarding.

"The days fly by. It's really nice. We have some really good engagement from all the people that we work with."



CFO EVOLUTION PARTNERS WITH SLEEP POD

Despite ongoing efforts to provide stable housing for people leaving custody or on probation through our services, we understand that homelessness remains an issue across the UK. Many individuals face significant barriers, such as lack of affordable housing, limited support networks, and stigma, that make reintegration challenging. Without a safe place to stay, the risk of reoffending and poor health outcomes increases dramatically.

In a move to support people experiencing homelessness across the Midlands, Ingeus' Creating Future Opportunities (CFO) Evolution team has partnered with Sleep Pod, a grassroots charity providing emergency shelters to rough sleepers across the UK. This partnership reflects our wider commitment to helping people leaving custody or on probation secure safe, stable housing, giving

them the foundation for rebuilding their lives. CFO Evolution supports people to successfully transition back into the community. We help through providing a holistic approach, creating personalised plans, access to dedicated advisors, and collaborating with local organisations.

The innovative Sleep Pods are designed to offer immediate protection from harsh weather conditions, helping frontline charities connect with rough sleepers and deliver vital support directly on the streets. The pods are simple to use, easy to carry, and given free to charity partners thanks to Sleep Pods fundraising efforts.

Christopher Bentley, Activity Facilitator for CFO Evolution, said:

"This initiative reflects CFO Evolution's ongoing commitment to social impact

and community wellbeing. Sleep Pod is a fantastic organisation that utilises people serving sentences in HMP Peterborough to build and assemble these tents to combat the UK's homeless crisis. We have 20 Sleep Pods which will be distributed across the Nottingham, Derby, and Leicester Activity Hubs throughout the winter months, offering a lifeline to those facing freezing temperatures without shelter."

Katie Matthews, Sleep Pod's General Manager, said:

"We're grateful to CFO Evolution for helping us reach more people in need this winter. This will help us make sure we provide safety and essential support to those who need it most."

Read more about Ingeus justice services www.ingeus.co.uk/services/justice

upskill existing colleagues, preparing them for audit, advice, or IR training. Often, trainers are the first point of contact for new starters, setting the tone and demonstrating Ingeus' core values from day one.

Managing cohorts of up to 12 people means juggling multiple demands at once. For Sam, the most rewarding part of the role is seeing people grow.

"What I absolutely loved about the role is how the training team work together. All of the trainers are passionate about the role and our new entrants. We really want our people to succeed, and it is amazing to watch their progression

from the start to the end of the New Entrant course. It is amazing to see people come back to training to learn new skills and see how well they are doing now."

For Sam, being a Clinical Trainer means more than teaching - it's about creating a positive learning experience, supporting career development, and helping colleagues thrive.

Find your next career opportunity with Ingeus www.ingeus.co.uk/careers

AMIR FINDS HIS VOICE THROUGH POSITIVE PATHWAYS

Fifteen-year-old Amir admits he wasn't sure what to expect when his school suggested he join Positive Pathways. "They thought it would be a good way to get me out of the house," he says. "I'd never done anything like it before."



Now, having completed the programme, Amir describes the experience as "unique". A chance to discover who he really is and think about what he wants for the future.

Positive Pathways is designed for young people aged 15 to 17 who may be struggling with school, mental health, or other challenges. Through active learning, mentoring, and one-to-one engagement, the programme helps participants build confidence, develop life skills, and explore new opportunities.

Amir worked closely with Youth Engagement Mentor, Adam Willis, who champions the programme as a vital early intervention.

"We're working with young people who might be facing a lot of barriers," says Adam. "The aim is to support them in a way that helps them improve their lives — whether that's

through education, behaviour, or just feeling happier."

For Amir, the impact was clear. "The mentoring has been good," he explains. "It's shown me a lot more character depth about myself and how I should represent myself to other people."

He's noticed changes in how he communicates, too. "I've become a more open person. I've met more people and had to talk to them, and it's not as bad as it first seemed!"

Adam has seen similar transformations across the group. "We're seeing young people enrolling in college, trying harder at school, and getting fewer exclusions. Parents tell us their kids are more talkative and engaged."

Amir now has his sights set on an apprenticeship in construction. "Maybe builder, something in a trade, or

working in the yard," he says. "It's got me thinking about what I want to do."

Reflecting on the journey, Adam believes programmes like Positive Pathways are essential. "A lot of people could really benefit from something like this earlier on. The earlier you can support someone, the better the outcomes."

For Amir, it's been a chance to grow, connect, and plan for the future — and he's taking those next steps with confidence.

Scan the QR code and watch Amir's journey:



THE STARS ALIGN FOR CARLOS' NEW ROLE

Completing a course in event stewarding is proving a turning point for 45-year-old Carlos from London. Thanks to the Restart Scheme and Ingeus' partnership with Core Skills and Crowd Master, not only is his difficult search for work over but he's doing work he loves at star-studded music and sport events.

Carlos, who has a physical disability, speaks limited English, and has been out of work for more than a decade, found it difficult to find employment that worked for him. Referred by his local Jobcentre Plus to Restart Scheme Advisor Jermaine, Carlos was soon receiving much-needed support to overcome his barriers to finding employment.

"I stopped working in 2000, after I had my second stroke," explains Carlos, who previously worked in a warehouse. "I had to stop working as the stroke really affected my left-hand side. It made finding new work difficult."

After years of job hunting with little success, Carlos was giving up hope. It resurfaced however when Jermaine suggested enrolling on a course with external training provider Core Skills.

The week-long course not only equipped Carlos with the skills needed to undertake a role in stewarding at large events, but also enabled him to secure regular work with Crowd Master — a company providing security and stewarding to venues and events in London and the South East.

Damion White, founder of Core Skills and Crowd Master, says: "When I set up Core Skills, I always knew that the aim was to help people move back into work. With Crowd Master, I can give people the opportunity to move from that training into a paid role.

"The course almost acts as the interview. For Carlos, Ingeus referred him to us because they could see the potential in him."



Damion and his team were able to secure work for Carlos at London's O2 Arena, chosen as they were able to accommodate his needs. Starting in July 2025, Carlos has enjoyed regular work since.

Carlos explains: "This was a big step in my life. I felt really pleased when I started the Core Skills training and very optimistic that I would get a job. Together with training Jermaine organised as part of the Restart Scheme, I've learnt a lot and developed my skills.

"Since I started the job, I've continued to get lots of support from the Restart

Scheme and Crowd Master — they check in on me.

"I enjoy what I do. I'm checking tickets and directing people to places. Just working in one place is really good as there are more opportunities for regular work there because they can support my condition."

Commissioned by the Department for Work and Pensions, Ingeus is the lead provider of the Restart Scheme in Greater Manchester and Central and West London. It also partners with Serco, to support the Restart Scheme in Central West Midlands.

THE PERFECT PARTNERSHIP

When good people come together, amazing things happen. A cliché maybe, but intrinsically true. Ingeus' partnership with Crowd Master and Core Skills is one such collaboration. Owned by Damion White, a man on a mission to help long-term unemployed people thrive, the two businesses strongly align with Ingeus' values and working together is proving a recipe for success.

Initially working with Ingeus' Work and Health Programme, in May 2024 Core Skills joined forces with the Restart Scheme in London as an external training provider. As one of Ingeus' Performance Fund partners – a fund used to obtain specialist services and skills training to help Restart Scheme participants – Core Skills has already helped more than 70 participants learn new skills and return to employment.

Damion's second venture, Crowd Master – a company providing security and stewarding to venues and events in London and the South East – brings local employment opportunities for Restart Scheme participants. The collaboration ensures they're supported throughout their return-to-work journey.

"When I set up Core Skills, I always knew the aim was to help people move back into work, explains Damion. "My sole purpose with Crowd Master is to give people the opportunity to move from training into a paid role. To an extent, they're guaranteed a job; if they have the right documentation and show how reliable they are on the course, then we're happy for them to work with us."

Serena Matthews from the Ingeus Employer Services Team leads the

collaboration at Ingeus and adds: "We're helping people who would otherwise struggle with an interview. When this partnership was forming, I saw its potential to help those marginalised from the jobs market, allowing us to live out Ingeus's mission to enable better lives."

Serena and her team support a broad spectrum of people, from over 50s, to refugees with language barriers or no previous UK work history. Damion describes Ingeus' first stage as a form of screening, benefiting Crowd Master by ensuring only those interested in security and stewarding roles sign up. With 350 employees, sometimes 500 at peak season, it relies on this process.

Damion explains: "If we took Ingeus out of the equation, we'd put adverts out and only 40% may turn up. Ingeus is screening, speaking to them, raising any queries. Our conversion rates are far higher than if we recruited externally. We start with the right people – people who may not have got through a 20-minute interview with us, but Ingeus can see their potential. We trust Ingeus' judgement."

Carlos, a Crowd Master employee who trained with Core Skills after joining the Restart Scheme, moved from Portugal



to the UK in 2011. He was unemployed for over a decade, facing multiple barriers, including language and health problems. Now, after 12 months of tailored support from his Restart Advisor Jermaine Ngobeh and Core Skills' training, he's regularly stewarding events at London's O2 Arena.

Carlos recalls: "The Restart Scheme helped me overcome the problems I had finding work due to my health and language difficulties. I valued the conversations and training – and then help to start work. It just shows what you can achieve when you try."

Crowd Master boasts a strong staff retention rate, perhaps helped by the added perk of working at events spanning music concerts to Premier League football matches.

Damion says: "We've got some employees who've worked with us since we started four years ago, while others use us as a stepping stone to other jobs. That's still a positive though because they've built their confidence with us. When they leave, they'll not only get a reference but they're also more ready for the expectations of employment, such as time-keeping and workplace behaviours."

LEO'S PASSIONATE PERFORMANCE

New Sales Manager Leonila, 'Leo', brings a very personal passion to her role at Ingeus. Rooted in her humble upbringing in the Philippines, where her parents worked tirelessly to make ends meet, she's committed to help others improve their lives. It's something, she says, she couldn't be happier doing here at Ingeus every day.



Now living in London, Leo, who is 48, moved to the UK in 2004. Joining Ingeus in 2021, she found her new home from home.

She says: "Growing up with very little taught me what it means to struggle. I understand the challenges people face and that's why I'm so passionate about helping participants on our programmes. My parents also instilled a strong work ethic in me – I always aim to exceed expectations."

Leo's journey with Ingeus began during the pandemic, when she was made redundant from her role in recruitment. Approached by Ingeus to become a job broker she instantly saw the value of the role – not just in the salary, but in the opportunity to make a meaningful difference. With corporate values in sync with her own, she set off on a new career journey. Since then, her talents have been recognised and she's been promoted

three times, working across several Ingeus employability programmes.

"I love what I do," Leo adds. "It's more than a job – it's a devotion to help people. Ingeus has given me the opportunity to work in different areas and in different roles but at its core still sits our commitment to enable better lives by caring, respecting, and believing in everyone."

In her current role with the Restart Scheme, which supports jobseekers into work, Leo travels across Central and West London. Much of her work involves building relationships with employers, crafting recruitment solutions and sourcing applicants that perfectly meet their needs.

In the past four years, she has helped nearly 700 Restart Scheme participants back into work – more than 250 in the last year alone. It's an achievement

that far exceeds expectations and one which has been awarded Employer Engagement Practitioner of the Year at the Employment Related Services Association Awards 2025.

She adds: "There's a genuine team spirit at Ingeus – we pull together to do the right thing and get the right outcome. I'm very proud to have been recognised with an award nomination but the big wins for me are our participants being successful."

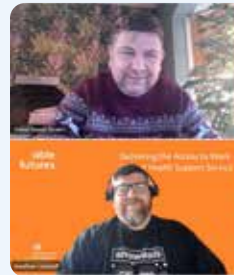
"I love getting out and meeting people," Leo concludes. "Supporting employers to understand the valuable talents our participants have and creating opportunities to get them into work is very satisfying. It's a world away from my recruitment days and I can't imagine doing anything else!"

FESTIVE LOOKS FOR CHRISTMAS JUMPER DAY

Our teams went all out with sparkles, Santas, and even a few flashing lights to spread festive cheer for Christmas Jumper Day on Thursday 11th December, and we loved seeing it.

But it wasn't just about looking merry; it was about making a difference. We were proud to support Save the Children, helping children around the world access the essentials they need for a brighter future.

A huge thank you to everyone who got involved and made the day both fun and meaningful. Learn more about the incredible work of Save the Children: www.savethechildren.org.uk



Getting to know you...



Dawn Sumner

Head of Reward & HR Shared Services

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

"I joined Ingeus in April 2024 as Head of Reward & HR Shared Services, and it's been a whirlwind of activity since! I am responsible for HR Shared Services, Payroll and Benefits, HR Data and Systems and HR Compliance. I work closely with our People & Culture team to ensure that changes to colleagues' jobs, pay and data is managed timely

and accurately and that we provide an excellent service coupled with a great employee and stakeholder experience.

I have worked in HR for over 27 years, with the last six years of my career heading up HR Operational teams. I'm passionate about data, processes and continuous improvement; I always have a list to hand (just ask the team!). I love seeing change based on team effort and passion. Tight deadlines and demands can sometimes create a lot of pressure, but everyone works together so well, and there is always someone on hand to support."

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

Sunrise or sunset?

Sunrise, I'm better in the mornings

Fruit or vegetables?

Vegetables

Book or movie?

Movie

City or countryside?

City

Text or call?

Text

Adventure or relaxation?

Adventure

Singing or dancing?

Both - but dancing gets more steps in

Cats or dogs?

Neither - I'm allergic to both

Sweet or savoury?

Savoury

Driver or passenger?

Passenger