

Ingeus becomes first company to offer Read&Write to customers

This month we launched our new partnership with Everway (formerly Texthelp), launching Read&Write for Work employees and customers.

Designed to enhance the reading and writing experience, particularly benefiting those with neurodiversity, Read&Write makes digital text easier to understand, empowering users to thrive in their own unique ways. The features allows people to choose how they

understand information, communicate comfortably, and complete tasks with greater confidence.

Ingeus is also the first company to partner with Everway to offer the tools directly to their customers.

Fiona Monahan, Ingeus Chief Executive, said, "Implementing Everway's Read&Write for Work is a transformative step forward in how we are able to support our people. As the first company to partner with Everway to share Read&Write directly with customers, we are leading the way in enhancing inclusivity and support for neurodiversity. The people we support come from all walks of life and Read&Write will enhance their

experience with tools designed to empower choice, inspire confidence, and unlock potential.

This partnership underscores our commitment to fostering an inclusive and accessible environment where everyone can thrive."

The introduction of Read&Write is part of Ingeus' ongoing commitment to ensure a supportive culture that values diversity and inclusion. By equipping people with the tools they need to succeed, Ingeus aims to ensure that everyone can be the best that they can be.

Everway

What's inside...



Page 3

APM joins the International Labour Organization Global Business and Disability Network

GOOD WORK PLEDGE ✓

ADVANCED

Page 3

Recognition for Good Work in the North East



Page 7

Huma's journey to a new life in the UK

'You're a star!' Music to Martika's ears



Whether its volunteering at her local church or helping customers in the busy supermarket where she now works, there's nothing Martika enjoys more than feeling useful: "I like helping people; when someone thanks me or says I'm a star for finding the product they're searching for it makes me so happy," she says.

Now 19, Martika's adolescent years were dominated by a chronic health condition which saw her leave school at 15 with no qualifications and little hope of employment. With some practical help from the Work and Health Programme in Preston, those hopes are now looking much healthier.

The Work and Health Programme, run in the North West by Ingeus, gives all-round employability support to people with disabilities and health conditions. From mental and physical health advice to practical job seeking support, it helps people manage their conditions around work that's right for them.

For Martika, who has polycystic ovary syndrome (PCOS), managing severe pain and the tiring impact of her medication has become a way of life. Navigating the local job market, without English or Maths qualifications, and severely dented confidence however needed expert help.

With her parents both living far away, and her long-term partner based in Scotland, Martika has lived independently since she was 16. Yet she still found the Jobcentre "a really intimidating place for a young person" when she began receiving Universal Credit, aged 18. "They referred me to Ingeus though, and everything changed."

Accessing support from the Ingeus health team gave Martika advice on sleep and routine, diet and nutrition, exercise and mental health aids to

manage stress and anxiety. Ingeus enrolled her on functional maths and English courses at Preston college and gave her the confidence, and CV, to apply for local roles. When she gained a trading assistant job at a Bamber Bridge superstore it was the perfect opportunity for Martika to prove herself:

"I'm so glad to be given a chance – to prove I'm hardworking when my health condition prevented me from demonstrating it before. I manage my medication around work and am thriving on having a routine again. I make better use of my days off and absolutely love the busy, sociable buzz of being at work.

"I wouldn't have had the confidence to do this without the Ingeus team. Everyone was amazing from day one. They reassured me and made me feel genuinely supported. I'm really enjoying college too and reviving my learning. I've made some friends on the course and at work and feel like I've been able to restart my life finally after seeing my peers move on. At some point in the New Year I hope to take my next step – to college and to work in Scotland, living with my partner."

APM joins the International Labour Organization Global Business and Disability Network



Ingeus' parent company, APM, has become a member of the International Labour Organization (ILO) Global Business and Disability Network (GBDN).

The network includes 43 multinational companies, 45 National Business and Disability Networks, and seven other members to promote the employment and inclusion of people with disabilities in the businesses.

The ILO GBDN follows a charter sharing ten key principles designed to help organisations promote disability inclusion through non-discrimination, equal

opportunities, accessibility, and collaboration.

Megan Wynne, APM Executive Chair and Founder, said, "By becoming a member of the ILO Global Business and Disability Network, we reaffirm our commitment to providing a truly inclusive workplace where everyone can thrive and contribute to our success."

Fiona Monahan, Ingeus Chief Executive, said, "We are proud to be part of this growing network and look forward to working with other members to champion diversity and inclusion in the workplace, and in turn help people realise the benefits of good work"

Read more about the ILO Global Business and Disability Network Charter at businessanddisability.org

Recognition for Good Work in the North East

Ingeus has been awarded the Advanced Good Work Pledge from the North East Combined Authority.

The accreditation demonstrates Ingeus' commitment to the 5 pillars of Good Practice as an employer that values and rewards its workforce with fair pay and recognition, promotes health and wellbeing, encourages open dialogue and representation, diversity and inclusion, and showcases social responsibility within the community.

We look forward to continuing our efforts to make a positive impact in the North East.

Find out more about the Good Work Pledge [here](#).

GOOD WORK PLEDGE ✓

ADVANCED

Joint learning programme breaks barriers

Ingeus is passionate about supporting people to return to the workplace. Through our work with local councils, we're helping UK residents to gain access to even more employability resources and expertise – from CV writing to digital skills.

For the Restart Scheme in Central and West London, the partnership with Ealing Council is proving particularly successful for its residents who speak little English.

Sonia Santos, Ingeus Local Integration Lead explains: "Restart Scheme participants are all at different points in their lives – some have confidence issues, some haven't been employed for a very long time, some have skills gaps. One of the biggest barriers for participants at our Ealing office is language, so we decided to do something to address it."

The Restart Scheme offered its pilot course teaching English to Speakers of Other Languages (ESOL) in conjunction with Ealing Council and its Learn Ealing service. It has since been relaunched to offer ESOL and functional skills needed to return to employment; research by Learn Ealing into the needs of participants showed a maths and digital skills gap, something they now bridge.

Although normally held at the Ingeus Ealing office, the current learners are attending the council's Perceval

House, which helps local residents feel part of their community and offers a new perspective on what happens at the council, experiencing its hustle and bustle first hand. The scheme is backed by the Performance Fund, which allows Ingeus to source specialist services and skills training to help Restart Scheme participants overcome their barriers to employment.

The skills taught vary from learning how to use a computer to interview techniques, and all lessons are taught in English to encourage language learning at the same time. Participants have also been issued laptops previously as part of Ealing Council's strategy to address digital poverty and in recognition of their attendance and achievements during the course.

Yvonne Ogorek-Zarate, Curriculum Innovation and Development Manager, Ealing Adult Learning and Skills (Learn Ealing), explains: "We wanted to focus our energy on those people furthest away from the job market and it's working really well. Our courses are planned in partnership with the Restart Scheme, mainly helping people who have been out of work for a significant time.

"Our focus is primarily on teaching English. Everyone has an initial assessment before starting the course, so the tutor knows what level to pitch their teaching. It's very much a beginner's level, but it all helps towards them gaining a good command of English. For many lesser-skilled roles, a person's level of English doesn't need to be fluent, but for a good proportion of our residents it can be a barrier to progressing to better paid jobs."

People from all over the world attend the courses – a diversity which Yvonne says makes it a "very special place".

Svitlana has a master's degree in economic studies and was an economist at the National Railway Company in Ukraine before she came to the UK. She explains how the course has helped her: "At first, I felt quite isolated, not being able to communicate with doctors, shop assistants, GPs, or people from the job centre. Coming to this course helped me to make new friends and to work on my dream plan of building a family business here."

Another ESOL participant, Negassi, never went to a proper school, he speaks Amharic, Tigrinya and Eritrea and learnt to read and write through his church. Negassi says "This course is very important to me because it raised my confidence to work and apply for jobs. I can explain myself better, and I can say exactly what I need. I would say that this course opened my mind and opened many possibilities I couldn't see before."

Learn Ealing has recently undergone an Ofsted inspection which included a site visit to the Ingeus Ealing office. The team received positive feedback and are looking forward to seeing their collaboration develop even further.



Proud to be straightening each other's crowns



Lyndsey's 'you don't know until you try' approach to life has seen her run her own successful business, study for a joint honours degree as a mature student and help run a community choir. In 2021, that same attitude led her into a career at Ingeus and, she says, a period of fulfilment, belief and encouragement that she'd never felt before.

Back then, struggling with her mental health and career path, Lyndsey, who is now 46, had referred herself for support from the NHS Talking Therapies service in Derby. Part of the service includes Ingeus providing affiliated employability advice as people work through anxiety, stress, or depression.

Lyndsey began to chart the decline of her award-winning career as a weight loss group leader, her impostor syndrome when subsequently studying for a degree, and the pressures of Covid on her home and work life.

Emerging from that 'really dark place', Lyndsey's advisor sent her a vacancy link for the Employment Advisors in Talking Therapies team and, when she least expected it, she found her fit.

Commencing as an Employment Advisor, Lyndsey recalls: "It was the most comprehensive induction I've ever had in a job. I felt supported from the start and, having benefitted from the service myself, could closely relate to the work. My roles have always been about making a difference to people's lives, and this was a step up. After years of trying to find my fit, I knew Ingeus was for me. Even at the interview, I felt an affinity to the company values that's stronger than ever four years in."

Embracing her role, Lyndsey drew on the experience of her teammates and undertook work-based training, including gaining a Lean Six Sigma yellow belt. She was promoted to Senior Employment Advisor in 2023 and now supervises four colleagues covering North Derbyshire.

"There are always training opportunities at Ingeus," adds Lyndsey, who works from home, with regular away-days with colleagues. "A recent leadership camp was hugely beneficial, but nothing tops the experience in our team. We have a very low turnover of staff and a strong culture of cooperation. I know I can pick up the phone to anyone for support. Ours is a safe space to think aloud and learn, which is great when no two days

are the same. I'm very proud to be part of a team that straighten each other's crowns."

Lyndsey enjoys the perks offered to all Ingeus employees, from medical cover to discount vouchers, but says it's wellbeing where her workplace really comes into its own:

"The conversation around menopause has been normalised at Ingeus and I know I can talk about it freely. We have access to specific wellbeing platforms and apps too which are brilliant. My favourite benefit though is our team's Wellbeing for the Weekend hour on a Friday; specific time for self-care, to decompress and plan ahead for the weekend.

"I love what I do and am immensely proud to be part of something that brings such fabulous outcomes for people – me included!"

"After years of trying to find my fit, I knew Ingeus was for me. Even at the interview, I felt an affinity to the company values that's stronger than ever four years in."



Helping jobseekers find a healthier future

Ingeus is passionate about supporting people back to work – but our remit goes far beyond sprucing up CVs and giving interview tips. With health conditions posing a common major barrier to finding work for the over-50s, Ingeus has launched a pilot offering older Restart Scheme participants in London free health-checks with a community nurse.

Registered nurse, Natasha Davis, regularly visits Hammersmith, Lambeth, Haringey and Hackney Restart Scheme centres on a self-employed basis through her business Blessings Bestowed. Nastasha offers

health advice, blood pressure checks and nutritional guidance to participants.

Natasha says: "I provide basic health screenings and offer lifestyle advice to individuals seeking support. I assess a person's overall health, looking for signs of chronic conditions such as hypertension or diabetes, and offer guidance on managing these issues to improve their wellbeing and employability." Natasha's advice covers everything from nutrition, physical activity, sexual health, stopping smoking and stress management. She can also signpost people to other resources for additional support.

Born and raised in East London, Natasha has spent her career working in some of the most impoverished areas of the city. Through Blessings Bestowed, Natasha visits GP surgeries and community settings to provide a range of healthcare services and advice. She set up the business after realising many people had 'lost faith' in healthcare during the pandemic. "I was coming into contact with people who were facing obstacles accessing their GP so they gave up trying," she says. "Being neurodivergent enhances my understanding of the

challenges people face in accessing and understanding healthcare, so I use my strong connection with people to deliver health education and advocacy in a way that resonates with them. The response has been astounding, I feel like I'm doing something good."

Natasha has diagnosed diabetes in Restart Scheme participants who were not aware they had the condition and helped others to better manage their mental health by providing coping mechanisms for depression. Her advice, usually given at an early, precautionary stage helps alleviate pressure on local GP and wider NHS services.

"I never thought it would make such a big impact," Natasha says. "I am already seeing some success stories as people's health is improving." She adds: "Ingeus looks after people holistically. Every need is sorted out, whether it's a language barrier, or technology, or a health issue. I am not exaggerating; if I discuss someone's needs with Ingeus, I know the best scenario for that person will happen. Their dedication inspires me and reinforces the importance of teamwork in delivering a compassionate, high-quality service."

Huma's journey to a new life in the UK

Huma's journey to the UK was a significant turning point in her life. Moving from Pakistan to Kings Heath in Birmingham as an adult, she faced numerous challenges. English was her second language, and her family's religious and cultural beliefs had always emphasised her role as a wife and homemaker over education or employment. This made catching up with her education particularly difficult.

Despite these obstacles, Huma's ultimate dream was becoming a Police Officer. However, she lacked the basic skills and qualifications needed for the job. The ongoing conflict with her family over her desire to work further strained her mental health, leading to anxiety and depression.

Seeking support, Huma joined Work and Health Programme Pioneer. Ingeus delivers the Work and Health Programme in Birmingham on behalf of the Shaw Trust. Pioneer offers personalised employment support, helping to upskill and train with ongoing help whilst in-work.

Unfortunately, Huma's decision caused a further rift with her family, and she had no choice but to move out.

With the help of her Key Worker, Megan she was referred to Shelter, a local charity specialising in housing support and they were able to help her find independent accommodation where she felt safe.

With a stable living situation, Huma began working on her personal development. Her Key Worker helped her build confidence and develop job-search skills. Recognising her long-term career goals, Huma secured a place on a fully-funded course to get her SIA Licence through a local training provider. Huma excelled in the training, and upon completion, she was offered a job in a combined Reception/Security Guard role at DMF Security.

Initially hired for 12 hours a week, her hours increased to 16 as she settled successfully into the role.

To support her basic skills, Huma enrolled at Matthew Boulton College to gain GCSEs in English and Maths.

She balanced her studies with her job, demonstrating remarkable resilience and determination.

Huma said: "My experience has been an incredibly rewarding. Throughout my journey, the advisors, Megan and later Larisa, provided exceptional support and guidance. Their assistance not only helped to build my confidence but also ensured I felt supported at every stage. Megan was there at the start of my journey, offering valuable insights and encouragement, and through the end of the programme, Larisa continued to offer unwavering support. I greatly appreciated their responsiveness and dedication, always being there whenever I needed assistance. This programme has truly been a transformative experience, and I am grateful for the invaluable help and encouragement."

Huma's story is one of perseverance and courage, showing that with the right support and determination, it is possible to achieve your goals and thrive in work.



Finalists at the Quality Professional Awards



Ingeus and our partner, Cowry Consulting, have been shortlisted at this year's The Quality Professionals Awards: Further Education and Employability.

We are thrilled to have been nominated for the 'Quality Collaboration of the Year' category – Employability'.

Our collaboration with Cowry Consulting focuses on embedding the principles of behavioural science into the design and delivery of our employment programmes. Creating

better engagement and supporting more people to achieve their work goals.

The awards celebrate and promote the work of quality and compliance professionals in further education, skills and employability. Fingers crossed for the ceremony on 6th June!

Getting to know you...



Gerald Gad-Briggs
Legal team

This month we stopped to take a minute to find out more about Gerald Gad-Briggs in Ingeus' legal team.

"I oversee the contracts process for the legal team, supporting lawyers, triaging and allocating legal requests. I also oversee the approvals process for legal documents, from legal review through to director approval.

Typically, an average day involves monitoring new requests, allocating work to lawyers, keeping a record of incoming work and progressing contracts for sign-off.

The work I do is integral to the smooth operation of the legal function as I manage the inflow and outflow of work for the team.

My work also enables other teams and the organisation to comply with legal requirements and obligations, by supporting the organisation to realise business development opportunities."

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

Summer or Winter?

Summer...although I do prefer winter fashion

Chocolate or sweets?

Chocolate

Night or morning?

Morning

City or countryside?

Both; I love the vibrancy of the city but I live in the countryside.

Cats or dogs?

Cats

Dressed up or casual?

Dressed up

Phone calls or emails?

Emails

Books or films?

Films definitely

Night out or night in?

Night in

Holidays or home comforts?

Holidays...the further the destination the better!