

Restart Scheme centre recognised for its enabling environment



Ingeus' Restart Scheme centre in central Manchester has been granted the Enabling Environments Award from the Royal College of Psychiatrists.

This recognises our commitment to creating a supportive and positive social environment for colleagues and participants to thrive in an enabling culture.

The Enabling Environments Award represents standards of achievement in belonging, boundaries, communication, development, involvement, safety, structure, empowerment, leadership and openness.

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Paul Blinkhorn, Operations Director for Restart Scheme in Greater Manchester, said:

“Receiving the Enabling Environments Award is a profound affirmation of our dedication to fostering a nurturing and dynamic community in Greater Manchester.

“This award inspires us to continually improve our environment, ensuring that colleagues and participants achieve positive outcomes from the Restart Scheme.”

The Restart Scheme provides up to 18 months of personalised support to help long-term unemployed individuals find and maintain sustainable employment.

Ingeus delivers the Restart Scheme in Greater Manchester and Central and West London, and is a partner to Serco in Central West Midlands.

Celebrating wellbeing and inclusion at work

We were thrilled to be Highly Commended at the 2024 Culture Pioneer Awards.



Backed by HRZone, the awards champion positive workplace culture change. With just five competitive categories including Wellbeing, Inclusion, Learning, Brand, and Leadership, we were beyond proud to be nominated finalists for both Wellbeing and Inclusion, and recognised as ‘Highly Commended’ in the Inclusion category.

Ingeus’ People and Culture Director, Juliet Mortiss, summed up the achievement perfectly: ‘Our culture is what makes Ingeus the great

place it is to work, and we are constantly looking at ways to engage, encourage and enhance our teams.

“Being pioneering is all about innovating and doing things differently, so being named a double finalist for both wellbeing and inclusion really is a special achievement for us.”

The journey continues as we’ve also just been shortlisted for “Best Wellbeing in the Workplace Strategy: Large Company” at the Great British Workplace Wellbeing Awards 2025.

This prestigious nomination recognises large organisations that have implemented outstanding wellbeing plans, showcasing significant initiatives and comprehensive programmes that positively impact employee wellbeing on a large scale. Results are announced in March 2025.



Three years of changing lives through CRS



This year we celebrated three years of delivering Commissioned Rehabilitative Services (CRS), providing flexible and responsive support to people in the criminal justice system to help rebuild lives and break the cycle of reoffending.

During this time, our teams have supported more than 12,000 people with tailored support targeting the key areas known to enable successful rehabilitation: accommodation; education, training and employment; personal wellbeing; finance, benefits and debt; and dependency and recovery.

Carrie Peters, Ingeus' Director of Justice Services, said:

"At the heart of our services are the people who want to change their own lives, even those who may not know that when they are first referred to us. Our team inspire,

motivate and support people to celebrate everything they have achieved throughout their journey with CRS and a large part of our delivery is the Ingeus Academy, where we pay tribute to all our Peer Mentors and colleagues with lived experience who make such an impact!"

Scott, a participant on the Personal Wellbeing Service, said, "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. Without being overly soft here, it's

meant a lot. It's given me a lot and just simply a big thank you to Imran."

To commemorate the three-year milestone, we share our review of CRS and the positive and proven impact on people's lives.

Scan the QR code to read:



London regeneration project offers hope for thousands of jobseekers

One of the biggest regeneration projects in Europe promises thousands of new jobs, and Ingeus and Work Match Wandsworth – the brokerage service for Wandsworth Council – are working together to ensure nearby residents don't miss out on the opportunities on offer.

The Nine Elms redevelopment in London includes shops, hotels, leisure facilities, offices and 20,000 homes, with a commitment that at least a fifth of the job vacancies created go to people who live in the area.

To achieve that goal Work Match has teamed up with the local Ingeus Restart Scheme. The Restart Scheme is a government initiative to support people into work who have been unemployed for almost a year or more.

The first jobs to be created are at the former Battersea Power Station, which has undergone a £9bn transformation into a retail destination. The partners have so far filled more than 50 vacancies with local jobseekers from Wandsworth and Lambeth.

The partnership sees Ingeus screen potential candidates, prepare them for possible employer interviews and give support with any other needs they have which might make it harder for them to get a job, including confidence, skills, health and wellbeing, working in partnership with other local specialist organisations for holistic support to overcome barriers.

They are then referred to Sector Work Academy Programmes (SWAPs) run by Work Match. Over five days, participants learn about the retail and hospitality sectors and visit Nine Elms. Promising candidates are then interviewed by potential employers that have vacancies to fill.

“Ingeus has been a big part in the success of our local recruitment drive,” says Muhit, Business Engagement Lead for Work Match.

“It pre-screens its Restart Scheme participants properly, understands the criteria and has a firm idea of the type of people we are looking for.

“Another benefit is that it has a talent pool available at short notice. It's a fast-moving scenario in which you can be interviewed on Monday and start work on Wednesday, so it's



good to have a partner that has people who are ready to go.

“I’ve had great feedback from businesses that have placed Ingeus candidates. One store manager hired seven of them and told me that some are among his highest performers.”

One local resident who was helped to find a job says: “At the beginning of the programme we were asked to write down a company we would like to work for. I wrote ‘Jigsaw’ but never thought I would end up working there!”

Another says: “My job has changed my life and I feel much better mentally. I like my work because I am always busy and it’s only a 10-minute walk from my home.”

Ingeus Restart Employer Relationship Manager, Pritesh, recalls how one lone parent dad, who had been out of work for a decade, applied for a retail assistant role but made such a good impression he was soon offered a supervisor position.

Partnerships and Integration Manager for Ingeus, Siona, adds: “As somebody who lives in the area, I see the importance of local people being able to tap into these opportunities.

“Even those who are not taken on gain useful jobseeking experience from the SWAPs process as well as being introduced to Work Match and the extra support it can give.

“Our partnership with Work Match Wandsworth is based on getting people jobs in the districts in which they live. It’s a shared passion.”

The initial jobs at the power station are the start of potential opportunities for jobseekers, says Muhit.

Work Match is already working with Ingeus to fill vacancies at the new riverside Hyatt Hotel, which opened in October, and other major projects set for completion by the end of the decade including the One Nine Elms development and the New Covent Garden Market.

Can I be in George's group?



...This is a regular request from young people commencing their week-long National Citizen Service (NCS) adventure.

George, a fun-loving, Lidl-merchandise-wearing team leader for the South West Lakes Trust has a disarming sense of humour and natural affinity with the teens in his care. He also has his own very

personal reasons for wanting to help everyone have the trip of their lives.

George, 23, from Poole in Dorset, is a full-time carer for his autistic younger brother, Saul. Yet he still takes every opportunity for a busman's holiday, be it volunteering twice weekly as an instructor for the Dorset Army Cadet Force or working every summer at NCS away from home experiences.

"I just love youth work and everything that NCS stands for," says George, who often

dons a bucket hat as a fun icebreaker. "Meeting a diverse set of people and having fun. I've met thousands of young people and learn so much from them. I like to think I've made a difference in their lives, helped them to be themselves.

"I'm also here for my own reasons. It's respite from caring for my brother, it really is my holiday for the year. I can unleash my personality a little; wearing jokey clothing like my Lidl hat is a great barrier breaker with new young people nervous about starting out on the programme."

NCS is a government-funded week away from home experience for 16 and 17 year-olds. The residential experiences are managed by Ingeus and its partners, including the sites at Adventure Oakhampton, Radford Lake, and Siblyback Lake where George has worked. It offers young people the chance to gain confidence, strengthen their resilience, and develop skills for life and work, as well as meet new people and try new activities

George remembers those first day nerves himself, having attended NCS as a school leaver back in 2017. One of six siblings, at the time of his

GCSEs George had a complex family life. With his parents involved in an emotionally-charged legal case, George learned to take responsibility for himself and his siblings. His escape was competing at high-level jujitsu, becoming a black-belt; taking up archery; and volunteering at local youth clubs.

“I didn’t have a hugely fun childhood, apart from when I found NCS,” George adds, who was diagnosed with dyslexia at college. He also narrowly avoided missing his NCS calling when a careers meeting ironically meant he missed the NCS promotional assembly at school. It was only his friends enthusiastically talking about the programme that encouraged George to apply. He went on to be a representative of the NCS regional youth board, and volunteered during subsequent summers, before starting to work for NCS summer seasons in 2019.

“As I know, you have no idea what lives some of these young people lead back at home and the mental health and social anxiety battles some face. There’s a lot of talking goes on and I share my story. I’m the same generation as the people I support. If I can help them to enjoy being young, have a laugh and learn new things about themselves then that’s job done – in fact holiday done – for me.”

Highlighting our work at NCASC

This month, Ingeus exhibited at the National Children & Adult Services Conference 2024 in Liverpool.



The conference was a fantastic opportunity to meet elected members and senior leaders in local authorities, as well as individuals and organisations involved in the provision of services for children, young people, and adults.

The day enabled collaboration and insights on several topics including discussions on supporting economically inactive adults and young people, how to engage and improve prospects for local people and how to support young people involved in criminal justice.

Men's Health Awareness Month

During November, Ingeus was proud to raise awareness of men's health, putting the spotlight on various health issues and promoting ways to become a men's health champion. Colleagues took part in Movember, growing moustaches to help raise funds for men's health issues and helping to spark conversations.

"A number of things happened this year that have changed in my personal life that was affecting the way I thought, in the way I was acting, the way I was around other people, my sleep patterns."
- Peter

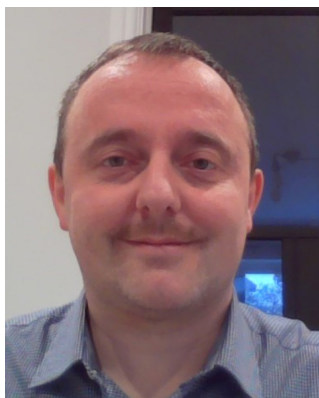
"As a 48 year old man, I believe that a common misconception of my generation, and those before me, is that it emasculates us to talk about, or seek help with our physical or mental health.

You would often hear comments like just "man up". I think this pattern of thinking should change so that men realise that it actually makes us stronger and empowers us to seek the help and support we require." - Jonathan

Fellow 'Mo Bro's' for Movember



Above: Samuel Rogers



Above: Mark Turner

“Mental health is something that I never thought would affect me, but then recently my dad passed away and it has affected my mental health quite dramatically. I’ve started counselling sessions to support me with it and it’s something I continue to do now.” - Mark

“In order to take care of everybody else, I have to take care of myself. I had a great support network back when I was diagnosed and I continue to have one.

If you’re able to find those people that you can confide in and share experiences with, it does make addressing a concern less scary and filled with anxiety.”

“I think it’s really important to seek advice for your health, it’ll just put you in a much better sort of space mentally and physically if you do get that help.”

- Owen

“I think one of the big misconceptions about men and showing emotions is that it will make them weak, but we know that’s not the case.

So it’s really, really important that men talk about their emotions, and talk about their worries and shares the concerns that they’ve got, and that everyone allows that space for men to open up as well.”

- Ed

Thanks to Ed Brindle, Jonathan Joseph, Jonny Wade, Christopher Boyle, Mark Turner, Peter Hanlon and Owen Peterson for sharing their experiences with us all!

Giving back

Whether through volunteering, donating, or supporting local initiatives, contributing to the community helps to make a positive difference for others as well as the people participating themselves. That's why we encourage all of our colleagues to take time out to give back. Here's some of the latest things they've been up to...

Fundraising for Children in Need

Teams from the Restart Scheme and Work and Health Programme in Greater Manchester supported Children in Need by raising over £100 through baked treats to support disadvantaged children and young people.



Above: Working Well: Work and Health Programme Team cake sale.



Above: Restart Scheme Greater Manchester sharing sweet treats

Teams stepped up for Walktober !



Above: Paul Blinkhorn on a run.

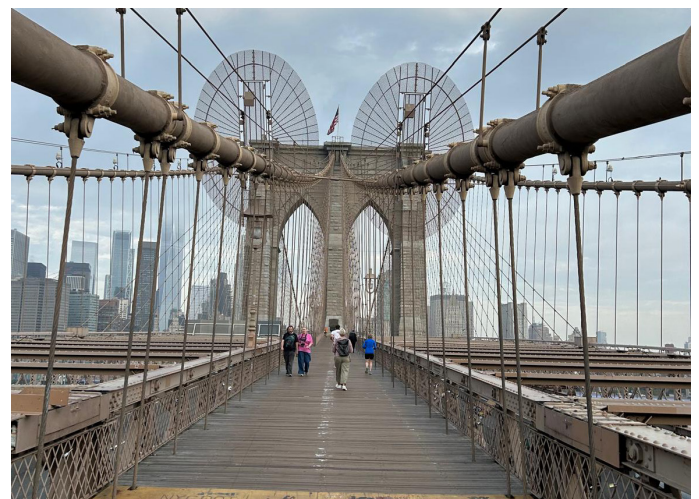
Teams took part in Walktober – a month-long initiative enjoying the benefits of walking, recording an outstanding 28,595,054 steps!



Right: Jessica Veitch and friend.



Left: Katie Littlemore and Nicola Lennox on a lunchtime stroll.



Below: Paul Blinkhorn on holiday in New York keeping up with his steps

Opening new doors

Partnering with Ingeus means a lot more than simply gaining extra income. It opens new business development doors, enhances reputations, and offers practical support such as marketing and process improvement. Here we look at how our partnership with the CherryTree Foundation has brought benefits to both organisations – and the people we support every day.

From construction to fitness, to fibre optics engineering, the CherryTree Foundation offers training in skills sought by London employers.

So when Ingeus' Central London Works team saw the social enterprise's stand at a careers fair, it spotted an opportunity to support more participants on its Work and Health Programme (CLW WHP) contract.

After the Foundation's presentation, via Teams, of its training offering, which also included personal fitness training, forklift truck operation and emergency first aid at work, it was signed up as a partner.

Since then CherryTree has gone on to work with Ingeus on its contracts for the JETS programme – launched primarily to help people who lost their jobs because of Covid-19 – and the Restart Scheme – the Government initiative to support people who have been unemployed for nine months or more.

“Working with Ingeus has been a real journey for us,”

says Foundation General Manager Moye Ubor. “We didn't know much about the Restart Scheme before our partnership with Ingeus but in the past year we have had 2,600 participants referred to us.

“Being associated with a big organisation like Ingeus, which has a direct connection to the Government through the Department for Work and Pensions, means people see us in a different light and widens our scope.

“We now work across 15 London boroughs, and having access to Ingeus advisors, their centres and their candidates has brought us many benefits.

“They have supported us in ways such as promoting our courses at their centres and we have developed,

not just in taking on more staff, but regarding how we perform and communicate with stakeholders and other partners.

“We are just one of many Ingeus partners but I know that how we work with participants, give feedback to Restart Advisors and support people to complete whatever their task is – to get a qualification, find a job, go back into education or just boost their self-confidence – means our reputation has grown as an organisation that keeps its promises. That's why we've been recommended to partner the business on different employment support schemes. We are obviously getting it right!”



CHERRYTREE
foundation

Getting to know you...



James Foreman

This month we stopped to take a minute to find out more about James Foreman from our Justice team.

"I am incredibly proud to be the Regional Manager for the Justice team in the East Midlands. I have responsibility for managing several contracts including the Finance, Benefits and Debt, Personal Wellbeing, Health Trainer, Community Navigator and two bespoke Young Adult contracts.

Having spent 20 years working in the probation service my passion has always been to make a difference and support people to turn their lives around. I lead a brilliant and dedicated team who, like me, take pride in enabling better lives. It isn't always an easy task, but we have resilient and hugely talented staff that are committed to going the extra mile to break down barriers and inspire and motivate the people accessing our services.

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

Sunrise or sunset?

Sunrise, I've always been an early riser ever since having a 5am paper round at a young age!

Text or call?

Call

Tea or coffee?

Neither (would prefer a hot chocolate)

Fruit or vegetables?

Fruit

Playlists or podcasts?

Podcasts (usually relating to football)

Book or movie?

Movie

Vanilla or chocolate?

Vanilla

City or countryside?

City

Driver or passenger?

Driver

Summer or winter?

Summer

It's a privilege to see the transformation in the people accessing our interventions and to be able to contribute towards creating safer communities."



Get the latest updates and join the conversation