Commissioned Rehabilitative Services

ingeus



Three years of transforming lives

Commissioned Rehabilitative Services in action 2021-2024






Personal Wellbeing

Education, Training and Employment

Accommodation

Finance, Benefits and Debt

Dependency and Recovery

The Ingeus Academy



Ingeus enables better lives by identifying and addressing a person's individual challenges and supporting their steps towards a brighter future. Nowhere is this needed more than in the criminal justice system, where people in prison or on probation must find a new path to live a life, without offending. Doing so transforms lives, reduces negative behaviour, and creates safer communities.

Ingeus has been involved in criminal justice work since 1997 and through our evolving services and partnerships has helped thousands of people to start anew. We have proven and independently evaluated expertise leading and delivering these programmes, of which the Ministry of Justice's Commissioned Rehabilitative Services form a large part.

Bringing our many years of experience to bear, we have the resources and expertise to tackle complex societal challenges. But we don't do it alone. We utilise the strengths of a broad variety of partners who share our rehabilitative vision. Working alongside our own highly skilled and committed team – many of whom started their journeys as people using our services – our participants become less socially isolated, learn new skills and reintegrate into their local communities.

Together, we can help people leave the criminal justice system behind for good, and allow them and those around them, to lead happy, safe, successful lives.

Adam Hart
Chief Operating officer
Ingeus

The value of Commissioned Rehabilitative Services

People disadvantaged by their past actions generally face an uphill climb to rebuild their lives. Many will face the future with fractured relationships, money and housing issues, unresolved addictions, and a lack of education.

All will face the stigma of their law-breaking behaviour. A productive, constructive and supported period of rehabilitation, as part of a post custody licence or a community order, is therefore crucial in the fight against reoffending and forms the very essence of the probation system's Commissioned Rehabilitative Services (CRS).

Ingeus and its partners deliver CRS to adults aged 18 and over residing in prisons and the community. Our services are primarily delivered in-person, supporting people with their health and wellbeing; housing; education, training and employment needs; financial stability; and unresolved dependency issues.
We strive to deliver a holistic, whole-person approach providing structured, targeted interventions and management.

We began delivering personal wellbeing, ETE and accommodation services in mid-2021. As we slowly emerged from the height of the pandemic, the range of individual needs and the challenges faced in meeting those needs demanded a creative and determined approach. Our solid delivery record has seen the expansion to finance and drug dependency services, in addition to a host of satellite and pilot programmes.

Key to our success is an amazing team of more than 300 Ingeus employees and specialist partners. We are proud that almost a fifth of our team has first-hand experience of breaking the cycle of offending themselves and our peer mentor academy is actively training and recruiting future colleagues with lived experience for the sector. Everybody who works for our Justice team does so because of their values and belief in a person's ability to change. The empathy and wisdom borne of experience brings a special quality and weight, by offering a deeper understanding and connection, as well as inspiration and hope.

That all important hope is visible, almost tangible, in our daily work. Our achievements are those of the participants on our programmes, putting their pasts behind them and becoming valued members of families, workplaces and communities once again.
I hope you are as inspired as I am by some of the success stories shared here and see the very genuine value of Commissioned Rehabilitative Services.



Carrie Peters
Director of Justice Services
Ingeus

Our Services



Personal Wellbeing

Helping people on probation improve their wellbeing, build healthier relationships, develop confidence, and actively explore avenues of support. Personalised action plans include services covering emotional wellbeing, lifestyle and associates, family and significant others, and social inclusion.



Education, Training and Employment

Providing digital inclusion, vocational skills training, and employment services to support people with diverse educational backgrounds. Improving skills, confidence and employability prospects with a network of specialist partners and learning providers.



Accommodation

Preventing homelessness and the risk of it by upskilling and supporting people in prison and on probation to source accommodation and related services. Person-centred support includes practical advice and guidance on all aspects of housing management.



Finance, Benefits and Debt

Designed to prevent financial pressures driving reoffending, our Finance, Benefits and Debt services help men on probation understand banking, stabilise debt and claim appropriate benefits. Participants receive professional money management advice and support to access funds, solve issues, and build financial awareness.



Dependency and Recovery

Supporting access to treatment services, peer mentoring, and empowerment interventions to break drug and alcohol dependence. Close, supportive experiences to help men with complex issues understand and overcome their substance misuse, and sustain their recovery.

Personal Wellbeing services
Caring, personalised health planning

People moving in and out of the criminal justice system are at a significant disadvantage when it comes to their health and wellbeing. They are more likely to be smokers and to misuse drugs and alcohol. Many have endured homelessness and relationship breakdowns. The vast majority have experienced mental health pressures. They are also less likely, or indeed less able, to access health services until crisis point.

We give men aged 18 and over in custody and the community the practical support to live healthier lives and break down the stigma around seeking emotional support.

Our teams of Personal Wellbeing advisors and mentors work one-to-one and in group sessions to improve our participant's quality of life. Many of our team understand at first-hand the challenges of changing damaging behaviours and can give meaningful, empathic support on how to do it.

A personal action plan is created with everyone we work with. Be it registering with a doctor or dentist, improving diet, tackling addictions, or help to get active; we take practical steps to address each person's wellbeing.

Relationship problems and mental health are often at the fore and our trauma-informed services provide support in managing stress, anxiety and depression; building emotional resilience; and reconnecting with family and friends. Together with our specialist partners Change Grow Live and PACT, plus a raft of community-based services, we help our participants develop coping skills and confidence, access mental health services, build positive relationships, and parent responsibly.

Through encouraging people to reflect and giving them the tools to develop their physical and emotional wellbeing, our personal wellbeing services are instrumental in helping people to reintegrate into society and see themselves more positively.

Ingeus delivers Personal Wellbeing services in the **East Midlands** (Derbyshire, Leicestershire, Nottinghamshire, Rutland), the **West Midlands** (Birmingham and the Black Country, Staffordshire, Warwickshire, Coventry), **Yorkshire and the Humber** (West Yorkshire, Humberside), and the **North East** (Northumberland).



Diane Ferguson
North East
Regional Manager

The impact of Personal Wellbeing services

25,000+
referrals

12,000+
tailored action plans created

40,000+
achieved their personal wellbeing goals

13,000+
delivered interventions

12,000+
End of Service reports completed

22,000+
referred for support to build emotional resilience and self-confidence

8000+
supported to move on, maintain or repair relationships with family or significant others

10,000+
people attended the Lifestyle & Associates pathway

10,000+
people attended the Managing Me programme

8,000+
Social Inclusion referrals

Babu begins again

Spending almost 15 years in a high security prison left Babu unfamiliar with modern life. Using technology, which most people now take for granted, was a whole new territory for him – as was life back in the community.

Anxious about his next steps and struggling to adjust to life outside of prison, he was referred by his probation officer to the Ingeus Personal Wellbeing programme. Part of the probation service's Commissioned Rehabilitative Services, it provides practical and emotional support for people struggling while living on probation.

"When you leave prison, you put on a brave front that you can cope because you've coped well in prison, but society has moved on since and it's something that you don't get taught," says Babu. "I was really struggling; I wasn't able to cope. I was living with my sister and there was a lot of friction, family arguments. I had a lot of mental health and personal issues. I don't know where I was in my life, I was just depressed and didn't have a clue what to do."

Working with Stuart, an Ingeus Personal Wellbeing Advisor with his own past experience of leaving prison, helped Babu bridge the huge life-skills and confidence gap he faced. Working closely on his emotional wellbeing helped Babu learn to manage his emotions, while practical support saw him start to rebuild the foundations of his life: housing, accessing benefits and rebuilding relationships.

"When Babu came out prison last year, he was very nervous about his situation," says Stuart. "The biggest thing he found was that a lot of things are done by e-mail now, electronically. He didn't know how to use a smartphone, basic stuff really. He's quite unique in the amount of time he spent in prison."

His progress has been remarkable. His confidence has soared, he has a new place to live and is dealing with stress in the right way: "His progress had been amazing. Really," adds Stuart. "The confidence you see in him today, that wasn't the Babu that came out of prison."

He's also putting his experiences to good use, featuring in an Ingeus Personal Wellbeing video and volunteering as an Ingeus peer mentor, supporting others embarking on their journey away from the criminal justice system.

"Going through the programme with Ingeus gave me a lot of tools to cope with everyday life," continues Babu. "My benefits were sorted out and now I've got my own space. I'm over the moon and obviously doing the peer mentoring myself."

Babu also undertook the Ingeus GOALS two-day wellbeing programme which he says was 'life changing'. It develops achievable goals to strive for, and it's working wonders for him:

"I got a house, I've got a car, my driving licence. So all three things I wanted to achieve I've achieved. Now I've set myself higher goals and I've got the confidence that I know I will achieve them.

"The Personal Wellbeing programme has made my journey to reintegration very smooth. I wouldn't have been able to cope had I not taken professional advice. I think it's a brilliant service and should be recommended to all prison leavers."


“Going through the programme with Ingeus gave me a lot of tools to cope with everyday life.”

Education, Training and Employment
Unlocking opportunity

Education, training and employment (ETE) opportunities are a cornerstone of successful rehabilitation. To discourage reoffending and help people move on in life, building a positive sense of self, having a purpose, and working toward financial independence is vital.

We enable people to develop their skills and gain access to colleges, employer networks and community resources. Working with people from all different backgrounds, predominantly with limited past educations, our ETE advisors complete a full information, advice, and guidance (IAG) assessment to create an action plan of support, interventions, and signposting opportunities.

Our all-encompassing support is delivered one-to-one, in groups, at job shops and workshops. In-person or online, we utilise varied tools and techniques including neurodiversity profilers, learning portals, and peer mentor support to ensure help is flexible and appropriate for the people who need it. Common requirements are literacy, numeracy and ESOL provision; digital skills training; and employability support such as obtaining ID, CV development, job searching, interview techniques, and disclosure advice.

We work with a network of specialist and local partners to identify upskilling, confidence boosting, volunteering and employment opportunities. These include councils, colleges, third sector organisations, training providers, employers, and of course, Ingeus' own experienced employability specialists.

People with experience of the criminal justice system have often been dealt a poor hand when it comes to education. We help them unlock those all-important transferable skills, learn new ones, and break down previously insurmountable barriers to work.

Ingeus delivered ETE services in the **East Midlands** (Derbyshire, Leicestershire, Lincolnshire, Nottinghamshire), the **North East** (Northumbria, Durham and Cleveland), and in **South Central England** (Buckinghamshire, Berkshire, Hampshire, Oxfordshire, Isle of Wight).



Deborah Phillips
South Central
Regional Manager

The impact of Education, Training and Employment services

12,000+ referrals

6,000+ action plans created

9,000+ outcomes achieved

6,500+ delivered interventions

End of Service reports completed 7,000+



Seven out of ten people were able to make progress in overcoming the well-established barriers to employment facing people with criminal convictions who often face an additional range of personal problems

A total of 2841 people were referred with the objective that they would "obtain suitable training, education and employment". Almost half (1374 = 48%) achieved this outcome with a further quarter (749 = 26%) partially achieving it

Allan rings the changes with telecoms career

From serving a prison sentence to helping build our future digital communication highways, Allan's life has transformed in the last 14 months. He couldn't be happier to be living a productive, honest life, and has committed to never look back at a past clouded with criminality.



Allan, from the North East, was released from prison in the summer of 2023. Misusing and dealing category A drugs from a young age, he was ultimately given a seven year custodial sentence which, with his cooperation, determination and willingness to rehabilitate, saw him serve just over two years.

"The day I got remanded I knew it was time to change my life," he recalls. "I committed to it; I did everything possible that I could. At my first probation appointment, I was quick to get a date to go to the Ingeus office – to move forward."

Allan was referred to the Education, Training and Employment team within Ingeus' Commissioned Rehabilitative Services. They provide digital inclusion, vocational skills training, and employment services to people leaving the criminal justice system, giving people, just like Allan, hope of a productive working future. He met advisors Marty and Leanne and 'straight away clicked very well'.

"Marty helped me put things in perspective and gave me lots of options of what I could possibly do," says Allan. "We spoke about our pasts and where we wanted to be in life, what we wanted to achieve."

After creating a tailored action plan with realistic goals and specific actions, the duo helped Allan build his confidence and employability skills, commencing with construction safety training, gaining a CSCS card. They then supported Allan to successfully apply for a four-week Digital Telecoms Network Academy training course, where he learnt the technical skills involved in cable installation and maintenance. With a guaranteed interview on completion, Allan was soon whizzing his way into a new role with a major Glasgow-based fibre optics specialist. He loves his job and with his new goal in mind, hopes to eventually progress to become a team leader.

"My life's different because of people like Marty and Leanne. It's now 14 months from my release and I'm still in contact with them. Their support changed my life and while I'm very proud of that, it wasn't just my own doing. My appreciation will never end.

"I couldn't be happier how things have turned out. I'm never looking back; I love my job, and I love my family, and it feels good to be living an honest life."


“I couldn’t be happier how things have turned out. I’m never looking back.”

Accommodation services
Preventing and tackling homelessness

Many factors can add weight to the prospect of homelessness for people in custody or on probation. Broken family relationships, being homeless before entering prison, delays in receiving benefits, or being placed on remand can force people into insecure, unstable accommodation or, worse still, life on the streets.

Ingeus and its like-minded partners strive to prevent homelessness at all costs through our responsive accommodation services. Our advisors, community support workers and peer mentors support vulnerable people to navigate the complex and often location-specific emergency, rental and social housing markets, overcoming barriers to find and retain sustained accommodation.

Many of our team have lived experience of accommodation crisis, perfectly appreciating their participant's situation, challenges and fear.

We help with referrals to emergency accommodation and housing providers and support applications for rent, housing benefit and council tax benefit. We also provide advice on finding a property; tenancy management; debt, budgeting and bills. A personalised support plan plots actions and links to community partners.

Initially specialising in support for men on probation aged 18 and over, our accommodation offer and geographical footprint has expanded. In 2022, we added services for men placed on remand and at risk of losing tenancies in the South Central area and, as part of Greater Manchester's devolved Integrated Rehabilitative Services (GMIRS), women leaving HM Prison Styal in Cheshire or living on probation in Greater Manchester.

Our accommodation services are a vital lifeline to many of our participants, a stepping stone into a previous or new community. They offer people the foundation from which to lead more independent lives and become good neighbours.

Ingeus delivers CRS/GMIRS accommodation services in **South Central England** (Buckinghamshire, Berkshire, Hampshire, Oxfordshire, Isle of Wight), and in **Greater Manchester** (City of Manchester, Salford, Bolton, Bury, Oldham, Rochdale, Stockport, Tameside, Trafford, Wigan).



Beverley Caesar
Greater Manchester
Regional Manager

The impact of Accommodation services

18,000+
referrals

14,000+
action plans created

5,000+
outcomes achieved

7,000+
delivered interventions

End of Service reports completed
6,000+

800+
people settled with friends or family

400+
people given support to access private rental accommodation

400+
people given support to access supported housing

4,000+
people given support with the DTR process

From tent to tenant: Finding Khalif somewhere to go home to

Landing back at square one has been a recurring theme in Khalif's life. Facing mental health problems, brushes with the law and repeated homelessness since being discharged from the army, the young father admits there were times when he was 'really, really low.'

Luckily for him, he says, a call from Ingeus while living in a tent on the side of a canal changed all that.

Born in Zimbabwe, Khalif learnt to be independent and resilient from an early age. After his father died when he was nine, he lived alone until, age 13, his mum brought him over to live in London: "You talk different, you sound different, I had to toughen up real quick. It was a culture shock," he says.

By the time he was 17, his behaviour led to a police caution and, at the suggestion of his solicitor, a stint as an infantry soldier in the British Army. Seven years later the toll of active duty saw him diagnosed with bipolar disorder, sectioned, and discharged. Back to square one.

Life as a veteran proved to be a downward cycle as Khalif turned to crime and lockdown drinking. An assault charge resulted in remand at HMP Bullingdon in Oxfordshire, followed by a two-year suspended sentence, alone, and in temporary, unstable accommodation. Back to square one again.

Brushes with the law continued and following a driving offence, Khalif was again detained on remand. Once released he says 'I've got nothing, I'm back to square one again. I was literally living in a tent.'

His luck changed when Andy, an accommodation advisor for Ingeus South Central, tracked him down after meeting him while on remand. Ingeus' accommodation service supports people in custody, sentenced or unsentenced, to find or retain stable accommodation as part of the Ministry of Justice's Commissioned Rehabilitative Services.

Andy says: "It was just my plan at that point to try and get him somewhere, so he wasn't in the tent that night. He had no food, he had no money, he had absolutely nothing.

"Knowing that he was an ex-serviceman, I made a few phone calls to the Royal British Legion and Veterans Aid and within an hour he was in a hotel. The plan from there was to look at what support was available for him. He was helping out at a gym in Bicester, doing some personal training stuff there and he found out that somebody had a room available in a shared house. We supported him in contacting the landlord and once he was set up there, managed to get him some clothing, some bedding, a TV."

Khalif seized the opportunity he'd been given and devoted his time to training and prioritising his mental health. It was months later that Khalif this time made welcome contact with Andy. He emailed to say he was living in London and doing well, studying for a personal training qualification – again with the support of Ingeus.

As part of the Restart Scheme, which helps unemployed people into training and work, Khalif has now completed levels two and three of a Personal Training Diploma.

"Things have stabilised," adds Khalif with a smile. "I've got my own flat. I can train, I can eat well.

"I can't lie to you, there were times I was really, really low. He sat me down, gave me food, helped me. I can't thank Andy enough for all the help he's given me."



“I got blessed, I got Andy willing to go above and beyond for me. Without him I wouldn’t be here where I’m stood today.”

Finance, Benefits and Debt services
Developing financial confidence

Struggling with financial problems is a major barrier when it comes to rebuilding your life. Debt, delays in accessing support, and precarious employment prospects can place people within the justice system in dire financial straits and tip the balance towards reoffending. People on probation sit at the extreme end of the cost of living crisis and turning a corner can feel impossible if you are in debt, have no income, and are out of the loop regarding benefits, bank accounts and financial products.



Jeanette Williamson
West Midlands
Regional Manager

Our Finance, Benefits and Debt (FBD) service provides professional money management advice to men referred by the probation service residing in custody and on probation. Initially delivered across the South Central area, East and West Midlands, the service was extended to the South West in 2023, incorporating men resident within six local prisons.

Case workers provide practical help and referral to our Financial Conduct Authority-accredited supply chain partners: Birmingham Settlement, Access 2 Advice and Citizens Advice. Community support workers give mentoring and wrap-around support, many of whom have lived experience of the criminal justice system.

Our 'Thinking About' sessions help to understand and apply for benefits; give advice on financial products and applying for a bank account; dealing with debt; financial planning; and budgeting. We quickly address current needs and then build awareness of the techniques and skills to thrive in a technology-biased, commercially driven world.

By solving immediate issues, encouraging positive choices, and equipping participants with strategies to manage their money, we help people get on top of their finances and plan their future.

Ingeus delivers Finance, Benefits and Debt services in the **East Midlands** (Derbyshire, Leicestershire, Lincolnshire, Nottinghamshire), the **West Midlands** (Herefordshire, Staffordshire, Worcestershire, Warwickshire, Birmingham, Black Country), and in the **South West** (Avon, Somerset, Devon, Dorset, Cornwall).

The impact of Finance, Benefits and Debt services since August 2022

9,000+ referrals

6,000+ action plans created

5,000+ outcomes achieved

5,000+ delivered interventions

4,000+ End of Service reports completed

1,000+ group work sessions scheduled

£11,000,000+

Advisors have supported service users with an estimated £11 million worth of debt

Chase goes from strength to strength

It took a three year spell in Broomfield Prison for Chase, now 22, to discover his passion for weightlifting. Finally finding an outlet for his anxieties and ADHD, he participated fully in prison courses and gym work, aspiring to a personal training career on release. Yet navigating the technology and financial strains of modern life soon proved to be a workout of its own.

"I thought I could sort everything out myself," says Chase, who found himself with historic court fines and no photo ID or bank account after leaving prison in late 2023. "I was 18 when I went inside, a kid, then I come out to adult life with nothing except fines I can't pay. I hate having to set everything up online, it gets overwhelming."

Chase, who lives in Oswestry, was referred to the Ingeus Finance, Benefits and Debt team for help. Part of the Ministry of Justice's Commissioned Rehabilitative Services, it provides professional money management advice to participants referred by the Probation Service in a bid to prevent debt issues leading them back to criminality.

Appreciating that Chase was uncomfortable in groups, advisor Jo met Chase face-to-face and wasted no time in tackling his pressing problems.

First step was to create a new Universal Credit account for Chase to access benefits, requiring ID documentation funded by Ingeus. She accompanied Chase to open a bank account at a local HSBC branch and helped him unlock his PIN and banking App. Liaising with Jobcentre Plus, the courts, and debt agencies on his behalf, Jo was able to help Chase navigate his past fines and excuse himself from compulsory groups which were causing him severe anxiety. She's also worked with Chase, building up trust and a friendly rapport, to help him stay calm and avoid confrontations in frustrating situations. The next step is funding an application for a provisional driving licence and signposting Chase for further support with his gym work aspirations.

"I want Chase to succeed – he's an intelligent person but struggled to patiently break down the persistent barriers he faced," explains Jo, a Finance, Benefits and Debt Advisor for Shrewsbury and Burton. "He just needed someone to help navigate the paperwork and systems. Having his court fines immediately reinforced with initially no income whatsoever was a major challenge that I'm delighted we could help him with.

"The world of logins, lost passwords and online gateways is not for him. Having his own bank account for the first time was a big deal; he was thrilled.

"Chase can struggle with his focus but he's always polite and engaged well with me. He's now motivated to move to a new area, find a gym job and turn his life around."

"I wouldn't have what I do now without Jo," adds Chase, who has recently signed for a local Sunday league football team. "I have structure and can find focus at the gym, not worrying so much about all this in the background. I can help my mum out and make plans – learning to drive is next on the list."



"I have structure and can find focus at the gym, not worrying so much about all this in the background."

Dependency and Recovery services
Making better choices

There is an intrinsic link between substance misuse and offending behaviour. Breaking the hold of drug and alcohol dependence or problematic use is a complex yet essential part of supporting our participants to take control of their lives.



Sarah Rycraft
Yorkshire & Humber
Regional Manager

Our programme supports men on probation struggling with substance, alcohol, or prescription medication misuse, ranging from those who have had a sustained period of abstinence to those with chronic addictions and chaotic lifestyles.

Often working with some of the most difficult people to engage, our expert team of dependency navigators, guides, and peer mentors – many of whom have trodden a similar path in the past – quickly build rapport and trust. With one-to-one action planning and the insight of lived experience, we offer hope of a dependency-free future for people who often feel they have no way out of their situation.

A wide range of interventions explore understanding addictive behaviours and triggers; preventing relapse; harm reduction; increasing self-belief; complying with treatment programmes; and improving physical and mental health. Our charity partner Waythrough (formerly Humankind) provides specialist support and evidence-based substance misuse interventions.

Our services offer an empowering journey of self-discovery and inner strength. Men become invested in their recovery and proud of their achievements, overcoming addiction to benefit not just themselves but the communities in which they live. A significant number find purpose from their experience, subsequently joining the Ingeus peer mentor academy to train, and ultimately work in supporting other people with addictions.

Ingeus delivers Dependency and Recovery Services in the North East (Northumberland, Cleveland, County Durham) and in Yorkshire and Humber (North Yorkshire, and parts of West Yorkshire).

The impact of Dependency and Recovery services since August 2022

3,000+ referrals

1,800+ delivered interventions

500+ Managing Me sessions

1,500+ completed service

70% of service users have improved their understanding of addictive behaviors, triggers, and ways to reduce dependency

66% of service users have strengthened their belief in their ability to manage or quit addictions

54% of service users gained access to treatment

62% of service users have made progress with improving their physical health and mental resilience

Career switching veteran transfers skills

Moving from the army to Ingeus may not sound like the most natural career step, but for Glenn, the change made perfect sense. When a health scare brought his army life to an abrupt end, he decided he wanted to follow a path of helping others, drawing on skills gained in the forces.

Shortly into his role as a Dependency and Recovery Guide with Ingeus' Commissioned Rehabilitative Services (CRS), the former military training instructor is positive he's made the right decision.

Glenn, who served in Iraq and Afghanistan, explains, "I had an operation in 2018 to remove a tumour from my spinal cord and, after a series of radiotherapy, I was medically discharged from the army last year. Leaving forced me to reassess what I was going to do."

Initially starting a job as a transport planner for another company, when his partner went back to work after her maternity leave, they were able to afford for him to do something he enjoyed more – something where he felt he could make a difference.

Commissioned by the Ministry of Justice, Ingeus' CRS delivers the Dependency and Recovery services in North and West Yorkshire, Northumbria, Cleveland and Durham. In his role as a guide, Glenn will be working with former male offenders currently on probation. He'll be supporting a range of men aged 18+ to turn their lives around following dependency on drugs and alcohol.

"The army had a shouting culture when I first joined aged 17," says Glenn, now 34, and from Middlesbrough. "But latterly it became much more focussed on coaching and mentoring. When I was an instructor, I was helping to build people's confidence – I'm good at it and I'll be transferring my skills to this role.

"I want to be able to help push people to use mental resilience to get through tough situations and to challenge their lives. I'll even be helping them with things like trips to the supermarket – everyday tasks that other people don't think twice about doing."

Ingeus is a signatory on the Armed Forces Covenant, supporting veterans into work.

Glenn is only too aware of the challenges people can face in turning their lives around. He has come across fellow veterans who haven't found the transition to life outside of the forces easy. He's grateful to Ingeus for the opportunities it offers to those leaving the military.

He says "I've met a few veterans here already, and they're very positive about their jobs. When you've been moving around so much, it's good to have the stability that Ingeus offers.

"Ingeus has been outstanding for me so far. The team has been so welcoming and helpful, it's already given me that sense of belonging that I had in the army."


“I want to be able to help push
people to use mental resilience to
get through tough situations and
to challenge their lives.”

Peer Mentor Academy
Putting experience to good use

Our Peer Mentor Academy is a supported pathway which enables people with recent or current lived experience of the criminal justice system to progress towards employment within the justice sector.

Managed and supervised by qualified employees, Ingeus actively recruits participants from our justice programmes who are successfully completing their orders and are committed to their own rehabilitation. An eight week programme of supported training allows them to work as volunteer peer mentors, delivering appropriate aspects of our services to other participants.

Harnessing our mentors' credible experiences of how to disengage with a life involved with crime is invaluable. It opens doors and stimulates conversations that people on our programmes find familiar. They are examples of change, inspiring hope and instilling purpose.

Peer mentoring forms a key part of our services, with mentors sharing their own past experiences and explaining the benefits and support that helped change their life stories. Our mentors are consistently encouraged to add their insights to enhance the peer mentor training and co-design new programmes.

This is a tried, tested and trusted process for Ingeus, and we too benefit from it. As paid roles within our justice division become available, we encourage our mentors to apply, supporting their transition from volunteer to employee. Once successfully employed, we provide additional wrap around support to ensure that people can sustain their employment and progress within our business.

We greatly value the insight and knowledge that people with lived experience of the criminal justice system can bring to work. The Academy provides a rich source of committed, highly skilled and experienced would-be employees, usually extremely grateful of the opportunity to work in a professional environment and with a high level of personal motivation to help others.



Ben Humphris
Head of Service User Involvement and Business Development

The impact of the Peer Mentor Academy

100+

service users have graduated the Peer Mentor Academy

1,400+

hours of peer mentor training has been delivered

59

Peer Mentors currently working to support our delivery

350+

Peer Mentors have been recruited and trained from our participant cohort

400+

Transition and Hope interventions supported

17%

of our justice staff team (that's 56 people) have lived experience of the criminal justice system

Getting that girl back: the power of peer mentoring

Linzi had the picture perfect life. In a long-term relationship with her childhood sweetheart, she had two daughters, and a responsible job at the council. Yet behind the scenes, things were far from perfect and as her 'toxic' relationship took its toll, she turned to alcohol for support.

Living as a functioning alcoholic, she drank at weekends – all weekend, every weekend – and worked during the week. Even when family members suggested rehab, Linzi wouldn't acknowledge the problem. Then she woke up in a police cell.

Narrowly avoiding a lengthy prison sentence for GBH with intent, her life unravelled further. A lacklustre spell in rehab and the breakdown of her relationship left her desperate to block out her feelings.

"I lost my job, I lost my children, I lost all my friends, I lost my dignity, I lost my self-respect, and I just didn't care... The only thing I cared about was drinking and it was a very dark, isolated place," says Linzi.

"I was getting arrested a lot, drunk and disorderly. One night as I was getting arrested, I lashed out at four police officers and that was my second offence... As soon as I got out from the cell I went back to the shop, blacking out, again with whisky."

In early 2021, Linzi finally found the strength to fight back. This time focussing 100% on her recovery and determined to get her children back, she successfully completed her suspended sentence and trusted fully in her probation officer. It became a relationship that helped change her life when the Ingeus peer mentor academy was suggested to her.

The Ingeus peer mentor academy supports people on probation to constructively volunteer. Part of Ingeus' Commissioned Rehabilitative Services activities in the North East, many qualified peer mentors progress into paid employment in the criminal justice sector – often with Ingeus. As peer mentors, they share their experiences and stories of recovery. In return, they discover a sense of purpose and deliver hope to others who have followed the wrong path in life.

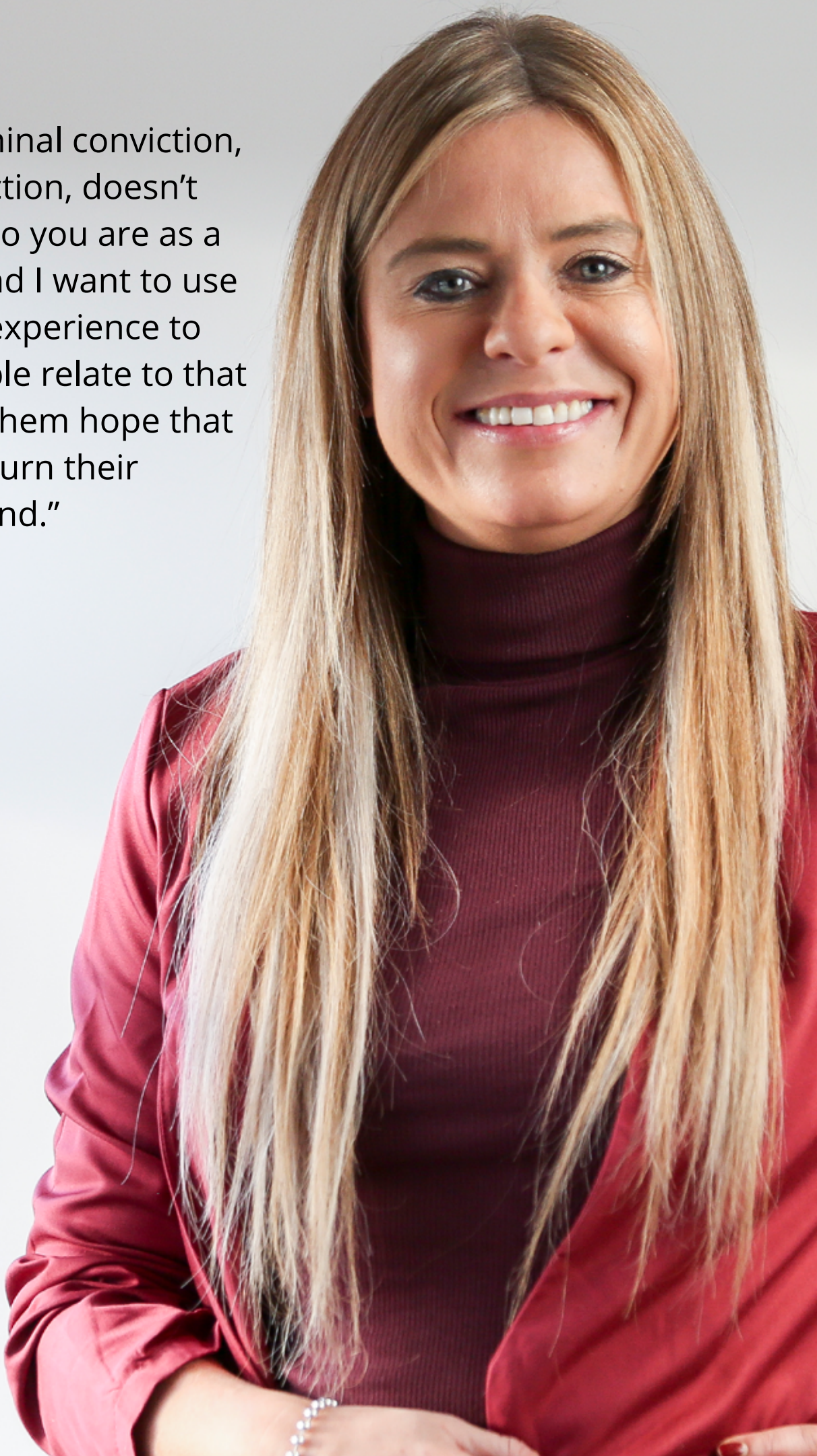
"Someone with lived experience can give hope when people feel hopeless," continues Linzi. "I was once in that place where you feel like you've got no one, no one you can trust, no one who understands what you're going through."

Linzi says she feels privileged to be an Ingeus peer mentor; one of the first women in the Gateshead/Durham area to take part in the academy.

"The course helped bring out all the qualities that I'd lost in addiction, in bad behaviours – I've got that girl back.

"That criminal conviction, that addiction, doesn't define who you are as a person and I want to use my lived experience to help people relate to that and give them hope that they can turn their lives around."

“That criminal conviction, that addiction, doesn’t define who you are as a person and I want to use my lived experience to help people relate to that and give them hope that they can turn their lives around.”



Proud to be delivering a diverse range of contracts across the East Midlands

Across the East Midlands, Ingeus' Justice team deliver several contracts in addition to the Commissioned Rehabilitative Services. Lived experience is fundamental to the delivery of all services detailed below and is a significant factor in their success.



James Foreman
East Midlands
Regional Manager

The Phoenix Programme – Community navigators

Delivered in Leicester, Leicestershire and Rutland

This is a new evidence-based programme which has been designed by the Leicestershire and Rutland Violence Reduction Network and co-funded by the Home Office and Youth Endowment Fund (YEF). It has been designed to address serious local violence and reduce harm by working with individuals who are linked to networks of criminality such as urban street gangs and organised crime groups.

Five Ingeus Community Navigators work as part of a multi-agency team which includes the Police, Probation Service and youth justice. Recruited from local communities the Community Navigators work collaboratively with participants to build strong working relationships and provide tailored support that enables and encourages participants to move away from crime and build a positive future. The Community Navigators provide mentoring services and practical help to access education, training and employment opportunities; housing support; and recreational, mental and physical health services.

REFLECT – Young adult out of court resolution service

Delivered in Leicester, Leicestershire & Rutland

Commissioned by the Office of the Police & Crime Commissioner for Leicester, Leicestershire & Rutland, the young adult out of court resolution service (known as REFLECT) focuses on providing early intervention to young adults who are at risk of entering the criminal justice system. Referrals are made by the Police for offences that meet the threshold for community resolutions and conditional cautions.

A Reflect key worker completes an initial assessment with each young adult and a tailored plan of support is created. Intensive mentoring and support is provided which enables young adults to visualise and achieve the future they want

for themselves. Sessions with the key workers are made up of group and one-to-one sessions and take place in a variety of locations.

77% of young adults referred to Reflect after receiving a Conditional Caution have successfully completed the Reflect intervention.

61% of young adults referred for a Community Resolution have successfully completed the Reflect intervention.

Health trainer services

Delivered in Chesterfield, Leicester and Leicestershire

Ingeus' health trainer services have been commissioned in conjunction with the Office of the Derbyshire Police and Crime Commissioner, Derbyshire Probation Service, Derbyshire County Council, Leicestershire County Council and Leicester City Council. Six health trainers work alongside health champions, including one health champion who volunteers whilst on temporary licence from HMP Sudbury to devise and deliver personalised health plans to people on probation.

The service aims to improve health and wellbeing outcomes for people on probation who often experience health inequalities owing to a lack of access to basic services. The health trainer service is designed to support people on probation to engage meaningfully with primary and secondary health care provision and make improved decisions about their lifestyle choices. The vast array of support from a health trainer can include arranging GP registration, making referrals to mental health services, attending health and wellbeing related appointments and advocating for people on probation where services are difficult to navigate. Overall, health trainers play a key role in empowering individuals to reach their health and wellbeing goals.

Between August 2021 and July 2024, a total of 857 individuals have been supported by the Ingeus health trainer services across the East Midlands.

Young Adult Prisoner Mentoring intervention

HMP Ranby

In July 2024, the Ingeus Justice team were awarded the Young Adult Prisoner Mentoring contract at HMP Ranby. This new service has been commissioned by the Nottingham City and Nottinghamshire Violence Reduction Unit (NNVRU), part of the Nottinghamshire Office of the Police and Crime Commissioner (OPCC).

The objective is to support young adult prisoners aged 18-25 at HMP Ranby to improve their well-being and empower individuals to engage in rehabilitative activities.

The intervention will seek to reduce incidents of violence both within the prison and in the community by increasing the resilience, life skills and support networks for young adults.

Time to Reflect
The importance of early intervention

Getting into trouble with the law as a young adult can set you up for life – in totally the wrong way. A bad move can quickly descend into to a long and repetitive journey of offending, often exacerbated by addictions, negative relationships, and the requirements of everyday life. Ingeus believes that with the right support, young adults can tread a different path and change the course of their lives – and it's people like keyworker Jahzeal that help them do it.

"My background, I'm from the inner city, low income area. Got into trouble as a kid, just got probation," says Jahzeal, who delivers the Reflect young adult intervention from Ingeus. "It's like I don't have to breakdown any barriers because they know I'm from the estate, I'm from where they're from. I understand the things that they're talking about. Me working with my peers, I think that's like the perfect combination for these kids."

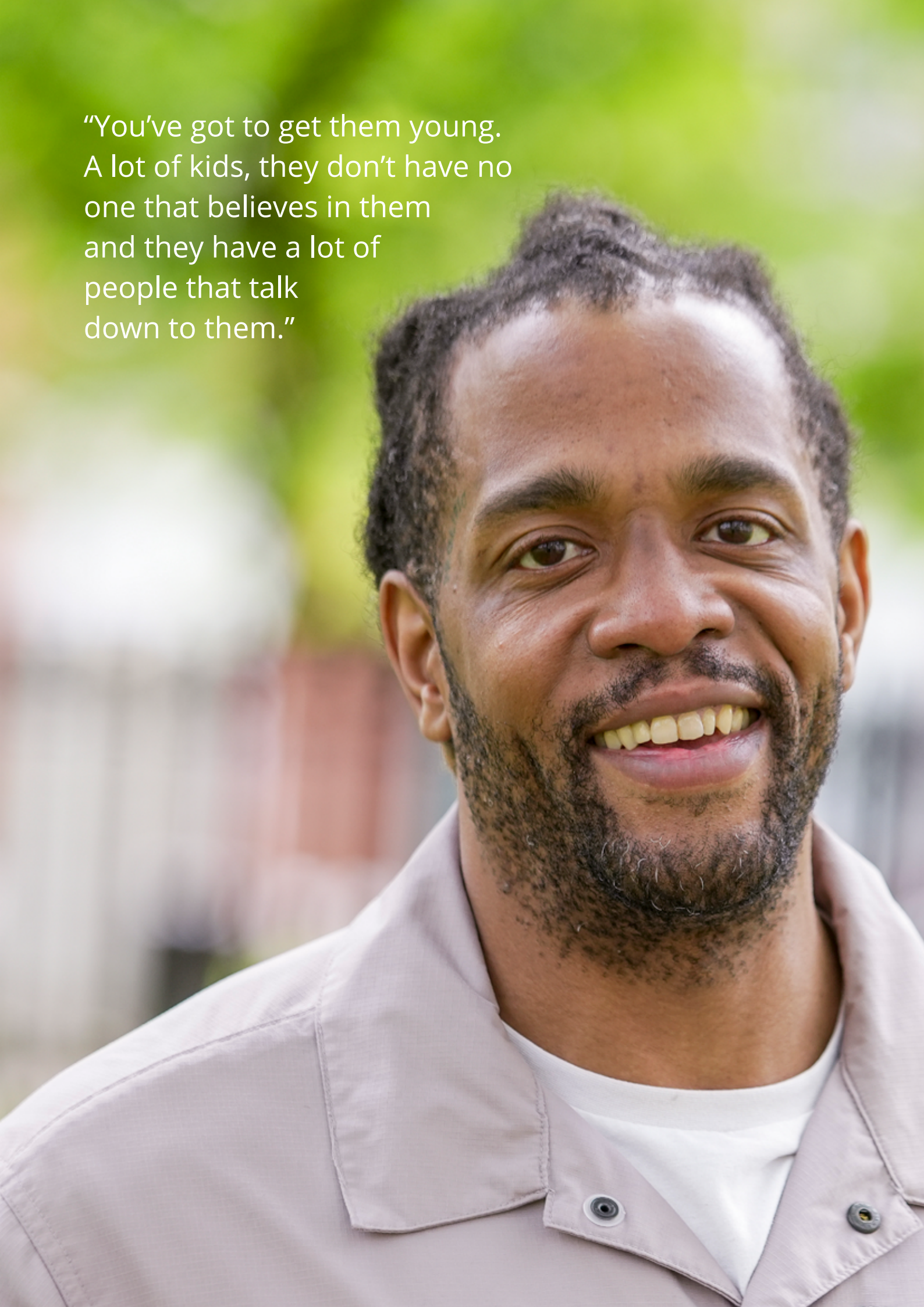
Working as part of the Commissioned Rehabilitative Services team at Ingeus, Jahzeal works with 18-24 year old males with conditional cautions and community resolutions; punitive out-of-court measures instigated by the police. Following a face to face assessment, three to five sessions are planned, tailored to the needs and goals of the young adult. Offering practical and emotional support covering issues such as accommodation, finances, victim awareness, and decision making, Jahzeal helps the men understand the drivers of their past behaviour and to make better choices to reduce the risk of repeating it.

"You've got to get them young," he believes. "A lot of kids, they don't have no one that believes in them and they have a lot of people that talk down to them.

"It's about finding out what they want to do. Finding out what help we can do that's personal to them... I've had a kid that came in and he spoke about music, and we got linked with the studio in town which is five minutes from the office."

This person-centred approach is critical in reaching and engaging the young men on Reflect. Through meaningful one-to-one and group-based conversations, access to a wide range of support services, and inspiring role models like Jahzeal, participants take ownership of their next steps, with the opportunity to receive ongoing voluntary support.

"People say you have to learn from your mistakes, which is just a total lie. You can learn from mine, and then you don't have to make them," concludes Jahzeal. "It really means you've got a step ahead of me."


“You’ve got to get them young.
A lot of kids, they don’t have no
one that believes in them
and they have a lot of
people that talk
down to them.”

Building relationships
Partner power

The complexities of working with people in prison or on probation are many and varied. We pride ourselves on the individual approach we take to each person's needs and circumstances and believe that harnessing the expertise of specialist and local partners enhances our services and boosts outcomes for our participants.

While Ingeus proudly remains the lead delivery organisation across all our CRS contracts, we build ongoing relationships with a wide range of private, public and third sector organisations to deliver innovative and meaningful interventions.

Some deliver end-to-end programmes on our behalf; others provide specialist services to particular groups of participants; still more upskill our own teams. What unites us is a like-minded determination to transform lives and provide the right solution. From mental health, neurodiversity, and alcohol and drug recovery specialists; to disability, arts, and sports organisations, our extended team ensures an impactful, inclusive, and barrier-free probation experience.

Partnering with Ingeus is about much more than just providing services though. We are proud of our partners and develop strong and equal ways of working seamlessly together no matter what their size or location. We freely share expertise, resources, and enthusiasm and champion the incredible work they do. Many of our partners have significantly benefitted from the exposure to new markets, professional upskilling, and CRS experience that working with Ingeus offers them.

Pulling in additional expertise and resource across all our services gives us flexibility and scale with a personal and experienced touch. It's a combined and rewarding team effort. We form professional friendships, new ways of working, and a resolute determination to drive successful rehabilitation. We simply couldn't achieve what we do without them.



Kathryn Heseltine
Supply Chain Manager
Commissioned
Rehabilitative Services

“When Ingeus comes knocking, others take note. It’s taken what we offer up a level…Ingeus colleagues have volunteered their time, joined in with fundraisers, and are always there to offer an opinion on things or bounce ideas around. We speak the same language. I couldn’t ask for more than to be working within the sector, with the people who need it most. I can’t fault working with Ingeus. 10 out of 10.”

Step Out, Stay out

“We would never have pursued a tender of this scale without Ingeus’ belief, encouragement and backing. There’s always been a feeling of ‘we can do this together’. It’s never felt overwhelming or too much of a challenge because of how supported we feel. They embraced us as a small organisation and all my little fish, massive pond worries have never been an issue. I honestly have nothing but good things to say about working with Ingeus.”

The Recovery Foundation

Across our Commissioned Rehabilitative Services, Ingeus works with four end-to-end partners and 27 specialist organisations.

Pact
Prisoners · Families · Communities
A Fresh Start Together

mind
Coventry and
Warwickshire

Waythrough

birmingham
settlement
developing communities, changing lives

Change
Grow
Live
Rehabilitation
Services
England

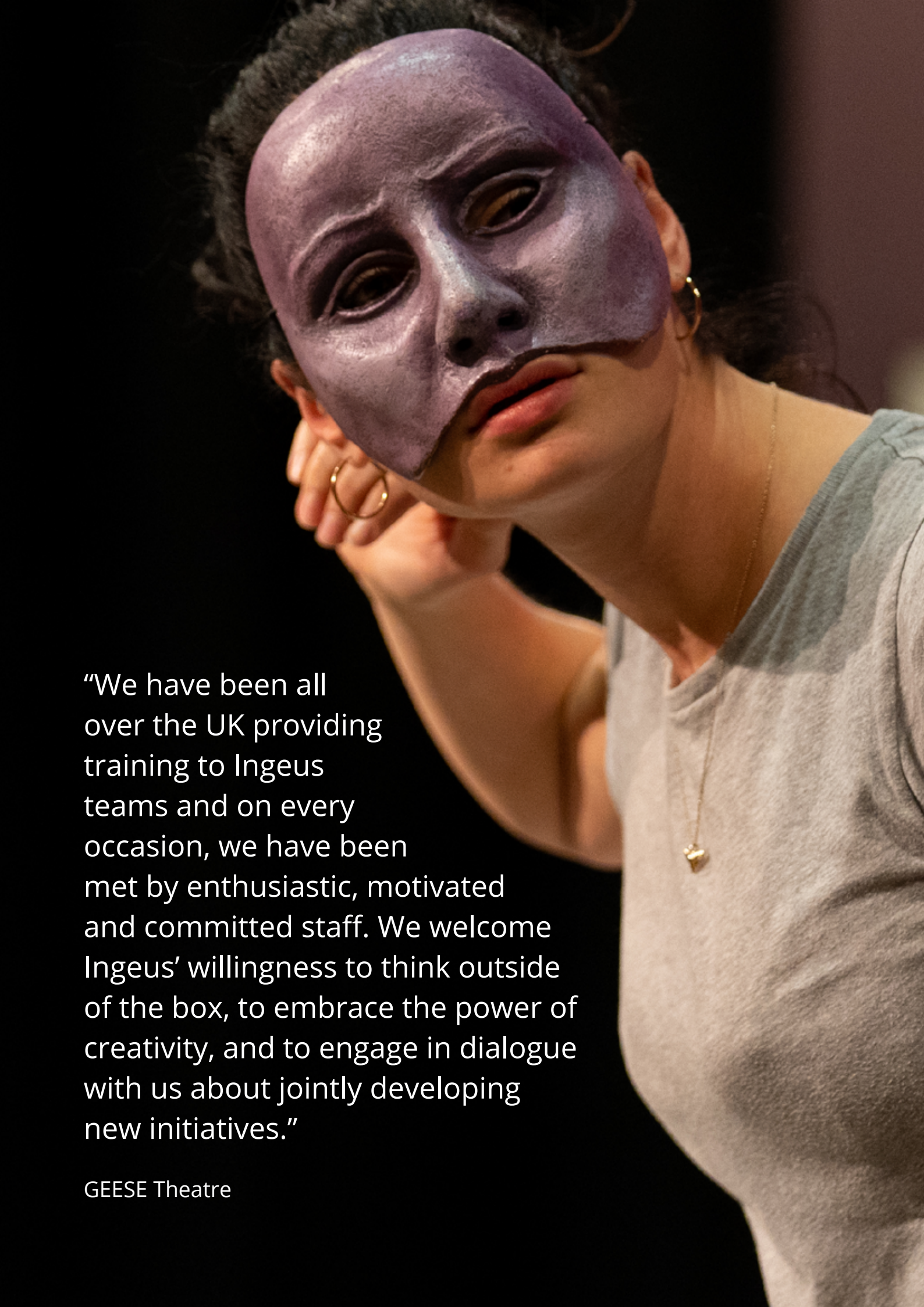
ACCESS²ADVICE

Leonard
Cheshire

citizens
advice

DOIT.

geese



“We have been all over the UK providing training to Ingeus teams and on every occasion, we have been met by enthusiastic, motivated and committed staff. We welcome Ingeus’ willingness to think outside of the box, to embrace the power of creativity, and to engage in dialogue with us about jointly developing new initiatives.”

GEESE Theatre

Driving social impact through community engagement

Outside of our supply chain partnerships, CRS teams create significant social impact by supporting local communities. Through various initiatives, they provide resources, volunteer efforts, and financial support to address local needs.

By engaging directly with communities, regional Partnership Managers foster lasting relationships that help voluntary organisations create better lives. Here are some examples of how the teams have engaged with the community.

CRS teams have been instrumental in challenging perceptions and creating opportunities for individuals with criminal convictions. Their focus on Education, Training, and Employment (ETE) contracts was crucial in helping service users reintegrate into society. Beyond providing employment opportunities, CRS teams established strong partnerships with organisations that offer safe spaces and practical support for those with complex needs. These efforts ensure that individuals receive comprehensive assistance, from basic necessities to professional guidance.

A key initiative has been the "Value of Lived Experience" events, designed to challenge myths surrounding ex-offenders' employment. These events celebrate the achievements of Peer Mentors who have completed their training, as well as those graduates who have moved into employment with Ingeus, providing a platform for those with lived experience to share their journeys. The success of these events has attracted attention from various sectors, leading to further discussions and partnership opportunities that benefit the community.

CRS Peer Mentors have also significantly impacted the lives of people on probation and those in custody. Their empathy and openness have profoundly influenced behaviour and thinking, providing much-needed support to individuals who might feel isolated or unsupported as well as that all important hope and inspiration.

Additionally, Ingeus CRS teams have focused on creating a network of support that meets the needs of service users both in the short and long term. By collaborating with organisations



Samantha Gibbard
Partnership Manager
East Midlands



Ervin Picari
Partnership Manager
West Midlands



Angela Dyer
Partnership Manager
North East

that provide specialised support, CRS teams have established referral pathways that ensure continuous care. These partnerships highlight the team's commitment to fostering a supportive ecosystem that enhances service offerings.

Since the inception of CRS contracts, teams have delivered numerous engagement events and workshops. These events often celebrate the contributions of colleagues with personal experience in the criminal justice system, reinforcing the value of lived experience in rehabilitation efforts. As the Ingeus Justice team continues to build more community partnerships, its goal is to be at the heart of a support system that drives meaningful change in the lives of service users.

CRS teams have also made notable contributions through community giving initiatives. One example involved participating in a community day, where they helped install floating wetlands, supporting the local environment and raising awareness about their work in the criminal justice system. Other examples include supporting a homeless charity by sponsoring their football tournament and donating vouchers. Such activities benefit the environment and strengthen connections with local organisations and residents.

Across different regions, Ingeus has built strong relationships with local organisations, including mental health services, youth support services, and Violence Reduction Networks and Partnerships. Additionally, CRS teams have organised charity events to raise funds for organisations that provide emergency accommodation and wellbeing services for vulnerable people. These efforts have a significant impact on local communities, helping those struggling with issues like homelessness and addiction.

Our CRS teams work closely with the probation service and other community partners to identify suitable referrals and ensure that service users receive comprehensive support. Through these partnerships and community engagement efforts, CRS is making a lasting difference in the lives of individuals and communities, driving meaningful change and contributing to the rehabilitation journey of those we engage in our services.



Katie Guest
Partnership Manager
Yorkshire and Humber



Faye Willliamson
Partnership Manager
South Central




HAPPY
HALOEEN









Recognising those who change lives

The ups and downs of working with people in crisis takes determination, compassion, and resilience in equal measure. We know the dedication and expertise our teams bring to work every day and see the lengths they go to in support of others.

Many are driven by past personal experiences; others simply have an innate desire to help people. We value every single one of them.

External recognition is rarely sought by those who deserve it most and Ingeus couldn't be prouder of recent award success for our teams.

Zoe Gaywood	Health Trainer	Butler Trust Awards 22/23	Commendation
Chris Sopp	Dependency & Recovery Navigator	NEPACS Ruth Cranfield Good Practice Awards for Rehabilitation 2023	Winner
Ruth Horn	Dependency & Recovery Navigator	NEPACS Ruth Cranfield Good Practice Awards for Rehabilitation 2023	Commendation
David Southern	Dependency & Recovery Guide	NEPACS Ruth Cranfield Good Practice Awards for Rehabilitation 2023	Commendation
Suzanne Hunt	Peer Mentor Lead	New Leaf Network Awards 2023	Winner: Network Ally
Leonie Plumtree	Personal Wellbeing Advisor	New Leaf Network Awards 2023	Winner: Employee of the Year
Stuart McCarron	Personal Wellbeing Advisor	New Leaf Network Awards 2023	Finalist: Employee of the Year
Ingeus Ltd		New Leaf Network Awards 2023	Finalist: Employer of the Year
Linzi Storey	Dependency & Recovery Navigator	NEPACS Ruth Cranfield Good Practice Awards for Rehabilitation 2024	Commendation
Stuart McCarron	Personal Wellbeing Advisor	Insight Awards 2024	Highly Commended







Ingeus Justice Programmes November 2024

CRS/IRS – Accommodation

South Central (Buckinghamshire, Berkshire, Hampshire, Oxfordshire, Isle of Wight)

Greater Manchester (City of Manchester, Salford, Bolton, Bury, Oldham, Rochdale, Stockport, Tameside, Trafford, Wigan)

CRS – Dependency and Recovery

North East (Northumberland, Cleveland, County Durham)

Yorkshire and Humber (North Yorkshire, and parts of West Yorkshire)

CRS – Finance, Benefits and Debt

East Midlands (Derbyshire, Nottinghamshire, Leicestershire, Lincolnshire)

West Midlands (Worcestershire, Staffordshire, Birmingham, Black Country, Warwickshire, Herefordshire)

South West (Avon, Somerset, Devon, Dorset, Cornwall, Wiltshire, Gloucestershire)

Thames Valley, Hampshire

CRS – Personal Wellbeing

East Midlands (Derbyshire, Nottinghamshire, Leicestershire, Rutland)

Yorkshire and Humber (Humberside, West Yorkshire)

North East (Northumberland)

West Midlands (Staffordshire, Birmingham, Coventry, Black Country, Warwickshire)

CFO Evolution

North East (Northumberland, Tyne and Wear, County Durham, Tees Valley)

East Midlands (Derbyshire, Nottinghamshire, Northamptonshire, Leicestershire, Lincolnshire, Rutland)

West Midlands (Worcestershire, Staffordshire, Black Country, Warwickshire, Shropshire and Herefordshire)

Health Trainer Services

East Midlands (Chesterfield, Leicester and Leicestershire)

The Phoenix Programme Community Navigators

East Midlands (Leicester, Leicestershire and Rutland)

REFLECT Young Adult Out of Court Resolution Service

East Midlands (Leicester and Leicestershire)

Young Adult Prisoner Mentoring Intervention – HMP Ranby

East Midlands


NEWCASTLE
YORK
MANCHESTER
NOTTINGHAM
BRISTOL
LONDON













This information is available in different languages and formats. For example, we can provide this information in braille, large print, or audio.

Tell us your needs by emailing us at **communications@ingeus.co.uk**

ingeus

Read our story and meet some of the team at **ingeus.co.uk**, and stay connected on social media – see you there!

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