

Working together: Supply Chain partners



Ingeus supports thousands of people each year to progress in life. We help them overcome obstacles and find the confidence to move forward but we simply couldn't achieve what we do without the might of many and varied partners.

Some deliver end-to-end programmes on our behalf; others provide specialist services to groups of participants; and more upskill our own teams. No matter what their role, size, or specialism, our supply chain partners form a massive part of Ingeus.

Being part of the Ingeus supply chain is about much more than providing services though. We are proud of our partners and champion them in every respect. We share expertise, resources, and enthusiasm to operate seamlessly together.

Ingeus holds supply chain contracts with more than 90 partners; over a third of which are from the voluntary and community sector.

Here, we have collated some examples of the exemplary work of our supply chain and, importantly, explore how working with Ingeus has benefited them.

CherryTree Foundation: Opening new doors

Partnering with Ingeus 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.

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

After the Foundation's presentation about its training, which included personal fitness training, forklift truck operation and emergency first aid at work, Ingeus signed them up as a partner.

CherryTree went on to work with Ingeus on other contracts including the previous JETS programme, and the current Restart Scheme, which is a 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 contracts with 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.



Moye Ubor,
General Manager
CherryTree Foundation

"We are just one of many Ingeus partners, but I know that how we work with participants, give feedback to Ingeus Restart Advisors and support people to complete whatever their task is, means our reputation has grown as an organisation that keeps its promises. That's why we've been recommended to partner Ingeus on different employment programmes!"



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

Recovery Foundation: A chain reaction

Harnessing the expertise of specialist and local partners is a mainstay of our drive to enhance services and boost outcomes for our participants. Here we discover how working with Ingeus has benefited smaller organisations such as Midlands-based charity, The Recovery Foundation.

When the Recovery Foundation was invited to pilot its peer-led mental health groups to people on probation in Birmingham, it could never have anticipated the opportunities which have since arisen. Promptly invited to successfully bid alongside Ingeus for the Ministry of Justice's Commissioned Rehabilitative Services in early 2022, stepping into the criminal justice sector with a prime contractor of government services like Ingeus was new ground for the charity's CEO, Emma Sithole.

"My concern potentially going to work with a large organisation like Ingeus was that we'd be a tiny fish in a massive pond," recalls Emma. "Would we be out of our depth, having to do everything demanded of us, or would it be a genuine partnership?

"We've never put a large-scale tender together before, so Ingeus supported the heavy lifting but in all other ways it's been a completely equal partnership from the start. 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 by Ingeus."

Subsequently winning contracts in Durham, Northumbria, Cleveland and North and West Yorkshire, the partners headed North, quickly mobilising The Recovery Foundation's expert team.

"Our staff are based in the Midlands and London, so the early logistics of delivering in the North East were challenging, but even then, Ingeus made things smoother," Emma continues. "They encouraged travelling a day in advance to get settled on site and set up advance online meetings, so we knew each other before physically meeting on the day. I had a million questions, and they were all answered, encouraged even."

The Recovery Foundation has since delivered its Hope and Recovery four-session



Emma Sithole,
CEO
The Recovery Foundation

intervention to almost 50 Ingeus employees, who in turn will be trained to deliver the mental health recovery programme to service users.

Its services have also been in demand from other areas of Ingeus' Justice team. Emma has been 'blown away' by pickup of its highly specialised training on specific areas of mental health by colleagues in the Ingeus Personal Wellbeing teams across Birmingham, Leeds, Leicester and Durham.

This income growth has supported the retention of three highly qualified staff members, allowing their expertise to remain within The Recovery Foundation. Yet the benefits of working with Ingeus lay way beyond the day-to-day delivery of services:

"Ingeus has given us a solid foundation from which to grow," Emma continues. "This contract has seen us put together additional policies and HR procedures, to those already in place, creating a robust framework for the future that can only benefit us in the long run.

"It's also given us confidence that we've done this well and so can do it again. We've been given access to a new sector, new geographical areas, new ways of working, all of which we can now demonstrate to other commissioners. We would never have pursued a tender of this scale without Ingeus' belief, encouragement and backing. They embraced us as a small organisation and all my little fish, massive pond worries have never been an issue."

Away from work, the teams are keen to develop their positive relationship.

"The Ingeus area manager always arranges for us to have dinner together one evening when we're on site in the north. It's a great way to get to know each other in a more informal way and we feel totally comfortable hanging out together.

"I honestly have nothing but good things to say about working with Ingeus."



"We would never have pursued a tender of this scale without Ingeus' belief, encouragement and backing."

DailyStep English

DailyStep English: Taking steps to find new ways of teaching English

The benefits of partnering goes beyond providing contracted services – it opens opportunities for business growth and, as DailyStep English found, can inspire new ways of working.

Working with jobseekers on employability programmes to improve their prospects of employment was a different experience for language learning business, DailyStep English.

While its courses aimed at boosting English listening and speaking skills had proven successful with other organisations, motivating, and supporting Ingeus participants on the Restart Scheme presented a fresh set of challenges.

Changing the way it worked to meet those challenges, however, has proven to be the catalyst for the future growth of the online business.

DailyStep was already working with London-based Get Ready for Work (GROW), which supports women to improve their employability skills, as well as businesses that paid for their employees to improve their English skills.

In fact, it was the head of GROW who recommended DailyStep to Ingeus and the partnership got underway a year ago.

DailyStep Director, Jane Lawson, says: "One of the differences working with Restart Scheme participants is that some of them may not have digital skills or equipment and there is greater time pressure as they are looking to start work as soon as possible.

"We have tailor-made our courses, so they are more focused on the kind of skills people need to get work quickly.

"Traditionally we send daily reminders to people of a new lesson, but Restart Scheme participants may not log into their email every day, so to save them feeling overwhelmed by lots of messages from us we reduced the frequency.

"Some of them need more interaction, so we offer teacher support if they are unsure of something or refer them to online tutorials.

"We remind them by text if they are not opening the emails or logging in, or we contact their Restart Scheme Advisor.



Jane Lawson,
Director
DailyStep

"We get great feedback from the participants because some of them may not have many qualifications and completing our course, which is accredited by the Continuing Professional Development (CPD) Service, shows their commitment to improving their skills to find work. Participants often tell me how pleased they are when their CPD Certificates are added to their CVs."

Developing these new ways of working has, says Jane, made her consider different ways the business might develop: "Ingeus has been amazing in helping us think about what we offer to help motivate and encourage people."

Another benefit of the partnership is that DailyStep is given notice of contract opportunities across the UK. Jane says: "I am now looking at courses that may be more suitable for people in different parts of the country, helping to recognise different accents for example."

Ingeus has worked to make sure DailyStep never feels a small cog in a big machine, with regular face-to-face meetings as well as an open day that offered the chance to meet the Performance Fund Team and Restart Scheme Advisors.

Jane adds: "It made us feel we are part of something important, as we learned more about how the Restart Scheme gives such personal and tailored support. Participants are treated with care and as human beings rather than just statistics. It was so rewarding to learn that we are really helping people to change their lives."



"Ingeus has been amazing in helping us think about what we offer to help motivate and encourage people."

The Better Health Foundation: Better together

We have worked with healthcare specialist, The Better Health Generation, since it arrived in the UK in 2018. A shared determination to deliver better health and employability outcomes for people who need it most has created a perfect pairing and a six-year success story.

Six years ago, Ingeus was the first prime provider in the UK to strike up a commercial relationship with The Better Health Generation (TBHG), freshly established in the UK from Australian roots. After successfully delivering health advisory services to Ingeus Work and Health Programme participants in London, their footprint quickly grew. TBHG now supports all our prime employment programmes and, more recently, began delivering the Able Futures service to Ingeus participants across Scotland.

"Ingeus gives us the autonomy to do what we're good at, delivering our part of a much bigger picture," explains Andy Milne, Contract and Performance Director for TBHG. "As a relatively small company, we wouldn't have access to the contracts we're working on without Ingeus. They've enabled us to enter new markets and territories – employing a team of staff across Scotland for instance. They've also made introductions and forged connections for us with other organisations we're now working with."

With a synergy of purpose to enable better lives, it's unsurprising that Ingeus and TBHG work seamlessly to support programme participants. Good news for the thousands of people benefiting from TBHG's counselling, physiotherapy, mental and occupational health support.

Yet the benefits of working together are not just paying off for participants.

Andy continues: "Our Client and Triage Services team leader is undertaking accredited Lean Six Sigma training through the Ingeus Continuous Improvement Academy. To have that training funded and delivered by professionals that understand our industry will really benefit us.

"We've also had help from Ingeus to progress to the highest level of the Disability Confident Scheme. We're



Andy Milne,
Contract and Performance Director
TBHG

now an accredited Disability Confident Leader, which reflects our commitments to inclusive recruitment and employment practices. Ingeus too is a DC Leader and offered advice and accreditation support. The help Ingeus offers us as a supply chain partner is amazing."

"Ingeus trusts in us, there's never a feeling of them breathing down our neck, just open communication at all levels. From our CEO's onward, there's consistent and supportive teamwork to deliver on our mission. It's paying dividends for us as an organisation and means we can reach – and help – more and more people."



"Ingeus gives us the autonomy to do what we're good at, delivering our part of a much bigger picture."

Step Out Stay Out: A winning team

The complexities of working with people in prison or on probation can present significant challenges. Grassroots providers are instrumental in delivering local, accessible, and meaningful support which forms such an important element of the innovative approaches we take to drive successful rehabilitation. One such example is Step Out Stay Out; a football coaching programme based in the East Midlands we have been helping to level the playing field so the micro-organisation can reach its goals.

Step Out Stay Out has been a supply chain partner since the start of 2023, helping groups of men on probation in Nottinghamshire, and now Derbyshire, to learn football coaching skills. With an enterprising slant, it teaches participants to set up their own business, all the while focussing on mental health, peer support, and combatting traumatic pasts.

Currently a one-man-band, founder Pete Bell is a FA-qualified coach and mentor with his own lived experience of the criminal justice system. The opportunity for him to work on the Commissioned Rehabilitative Services contract with Ingeus has proven to be a great match, with many benefits.

"The commercial aspect has been undoubtedly beneficial," says Pete. "This work is enabling me to build up resources to hopefully employ staff in the future. Who knows what that will hold, but when Ingeus comes knocking, others take note. It's taken what we offer up a level.

"I've been invited to networking events and they're keen to spread the word too. Ingeus colleagues have presented our partnership at external conferences and secured leads from other areas of the country. They're a powerful partner to have onside."

The second major benefit according to Pete comes from the shared experiences of the team. Many colleagues share Pete's love of football and have experienced life in prison or on probation themselves.

"I'm lucky that my work and play combine so easily," continues Pete, "and I know Ingeus colleagues feel the same. They've 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.

"It's never been a case of Ingeus dictating what we do. They're keen to utilise my experience and in turn, I'm learning from their resources and processes."

Pete's passion – to inspire others who have lost hope – is the final, ultimate benefit of his Ingeus partnership:

"I'm being given a platform to inspire others within the prison and probation system who believe all is lost. My story, and many others, prove that it's not and 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 from me."



“I can’t fault working with Ingeus. 10 out of 10 from me.”

DEVELOPING > ENTERPRISE > MOMENTUM

MOMENTIC

Momentic: Big Brother? No, more like an older brother

Data and information security can be a daunting area, particularly if you run a small and busy company. Here we look at how Momentic benefited from partnering with Ingeus to gain support with their data and information security.

The partnership started in 2020 around the time the Restart Scheme was launched by the government to support people into work who have been unemployed for more than nine months with Momentic providing jobseekers with support, training and mentoring to start, sustain and grow their own successful business.

When Momentic received a legal request for information from a scheme participant, Director Ian Carlier wanted to make sure he did the right thing. He turned to the Ingeus' Risk and Compliance and Assurance team for help.

"It was the first Subject Access Request we'd ever had to deal with," says Ian. "We started to get out of our depth and unsure if we were doing the right thing, but straight away Ingeus gave us the answers we needed and continues to assist, which has been brilliant."

"We asked Ingeus for help to put our application together and to understand some of the terminology," Ian says. "We needed to make sure we were aligning with our contractual requirements in terms of data security. In fact, they supported us to achieve a higher level of accreditation than was necessary."

It's not the only time Momentic has experienced the benefits of working with Ingeus. It has also received help to achieve Cyber Essentials Plus accreditation, which demonstrates an organisation's systems are robust in terms of data and information security.

"It's one of those steps that takes you to the next level as a potential supplier. It is useful in terms of bidding for other work. Without the help of a prime provider like Ingeus it would have been much harder work. It saved us time, money, and brain cells because it's so complicated."

Aside from technical support, Momentic also took the opportunity Ingeus offered its suppliers to take part in one of its employee development



Ian Carlier,
Director
Momentic

programmes through its Continuous Improvement Academy. It saw a Momentic colleague learning quality compliance and improvement skills alongside Ingeus' own employees.

"As part of the training, our colleague undertook assignments designed to directly benefit the way we work. It's another example of how Ingeus has supported us.

"We have access at every level of their teams, and they are open to us supporting them to improve their own systems. It's a two-way process. We've never had the sense that they see themselves as bigger and more important than us."



"Ingeus gave us the answers we needed and continues to assist, which has been brilliant."

Case UK:
Ingeus is on the Case

Partnering with Ingeus has given Case-UK the springboard it needed to expand as a family-run wellbeing business. Here we share the impact of Case-UK working together with Ingeus and how it helped it take off further.

"Ingeus hasn't taken credit, they don't realise the incredible impact they've had," is how Ian Benbow, Managing Director of Case-UK Ltd describes the support Ingeus has given to his family-run wellbeing business. As an Ingeus partner, delivering the Access to Work (Mental Health Support Service) to participants across Wales and the South West, his fledgling business has taken flight under Ingeus' nurturing eye over the past eight years.

Yet when Ian founded Case-UK back in 2016, it was driven by desperate personal need. A former professional footballer, Ian moved into senior community regeneration and local authority roles before a diagnosis of Hypertrophic Cardiomyopathy (Sudden Death Syndrome) changed his life. Fighting back from a near-death incident resulted in severe anxiety, depression, and him leaving his job.

"The impact was ten times worse than anything I imagined mental health could be, the research and experience in my previous work didn't prepare me for the reality. I became unemployable overnight," he says.

Finding that employers were unwilling to give him a chance, Ian established Case-UK to aid his own recovery and support others in similar situations. His 'springboard moment' came when he was invited by Ingeus to collaborate on a bid for Access to Work (Mental Health Support Service) - now delivered under the Ingeus' brand, Able Futures. Subsequently winning that first contract has resulted in great things.

Case-UK now employs 80 members of staff across the UK, including 18 contact centre staff in Merthyr that operate the out of hours and Welsh language service. Its mental and physical health services have supported more than 7,000 people to remain in work and the business has won significant peer mentoring and in-work support contracts from the Welsh Government. They are venturing into providing



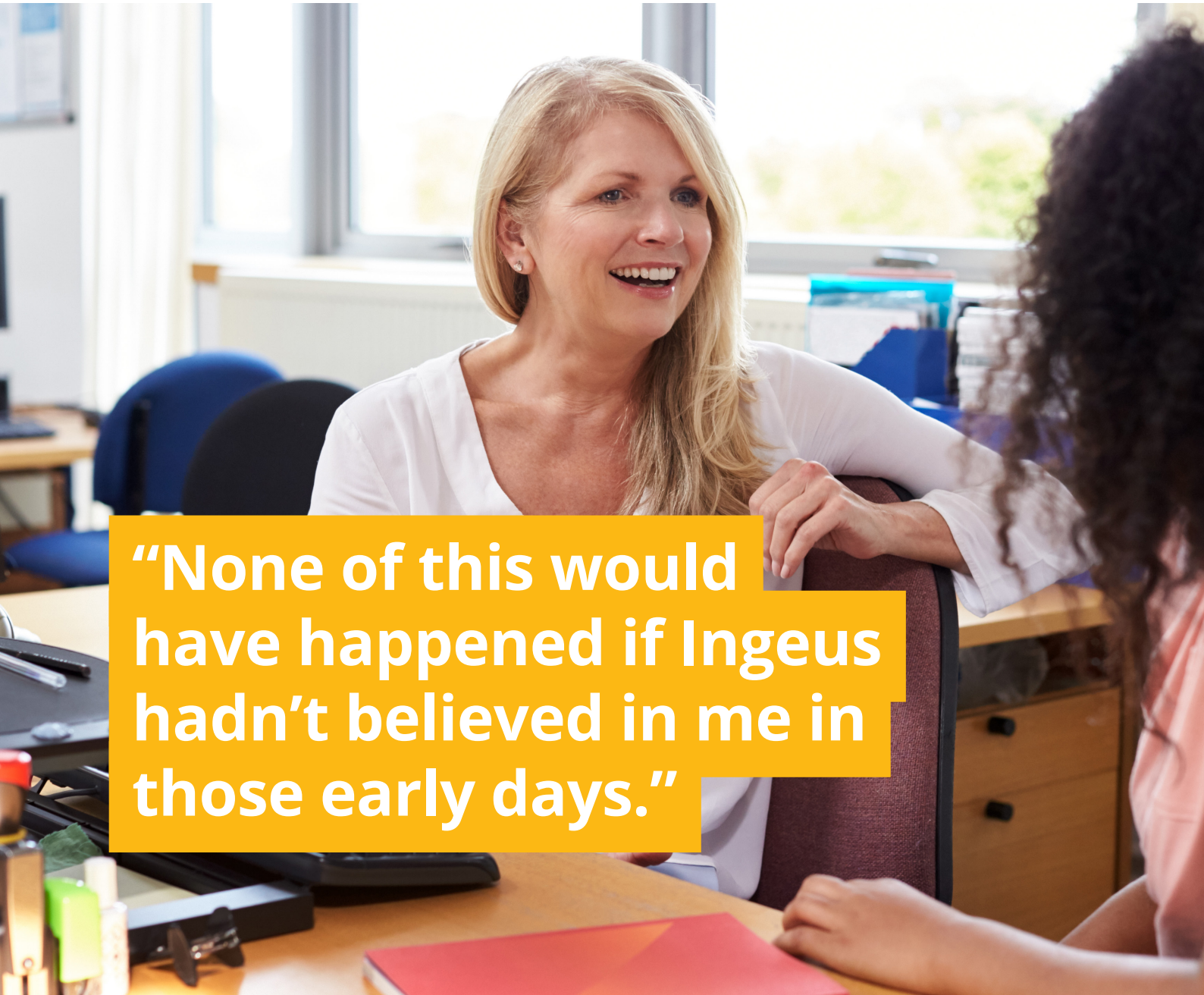
Ian Benbow,
Managing Director
Case-UK Ltd

roving community coffee vans and café franchises and Ian's own stable income has given him the ability to support pro-bono bid writing for local charities netting more than £3.5 million worth of funding.

"None of this would have happened if Ingeus hadn't believed in me in those early days," reflects Ian, who celebrated Case-UK being named Best Business in the Welsh Government's St David's 2024 Awards. "From nothing – one man with mental health problems – we've grown to a multi-million turnover business directly aligning our services to the Welsh government's legislative targets. Ingeus gave us the opportunity and the resulting evidence of success to open the door to that."

Connecting with other organisations in the Ingeus partner network has also benefited Case-UK. They are collaborating with fellow-Ingeus supply chain partner Health 2 Employment on the Red Dot 365 occupational health project via Innovate UK and the Department for Work and Pensions.

"We enjoy innovating and piloting new approaches to improve access and outcomes," concludes Ian. "Able Futures and Ingeus sit firmly at the centre of our delivery but have given us the springboard to a much wider scope. We're hoping next to move to an employee benefit trust so that our own team, many of whom have lived experience of mental health issues, will share ownership of the company. Ingeus can be indirectly proud of that achievement too!"



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GROUNDWORK
CHANGING PLACES
CHANGING LIVES

Ingeus' mission is to Enable Better Lives. If you're a like-minded organisation delivering high quality services that deliver positive impacts on people's lives, get in touch at partnerships@ingeus.co.uk or visit www.ingeus.co.uk/for-partners for more information.

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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