impact *magazine*

ingeus

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Elevate launched to help prevent youth violence

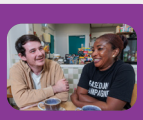
Ingeus is delivering a new violence prevention service on behalf of the Violence Reduction Network (VRN) for Leicester, Leicestershire and Rutland. Known as 'Elevate', it will support young people aged 11 to 25 who may be at risk of violence.

Tailored support will help participants access the guidance, opportunities and encouragement needed to build positive futures.

Through a team of dedicated Navigators, young people will receive trauma-informed one-to-one mentoring, practical guidance and personalised support. Navigators will engage with participants at key moments, including in hospital emergency departments and police custody suites, helping them stay safe, build confidence and connect with education, training, employment opportunities and specialist community services.

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Royal recognition for Claire's local community impact

Delivered in partnership with local organisations, Elevate combines Ingeus' experience of supporting young people and individuals in the justice system with the expertise and community reach of trusted local partners.



Grace Strong, Director of Prevention for the VRN and Leicestershire Police, said:

"Elevate has been carefully co-designed with children and young people and is based on the best available evidence. We are pleased that Ingeus will bring the service to life, ensuring young participants receive timely and tailored support to stay safe and achieve their potential."

James Foreman, Regional Manager for Ingeus in the East Midlands, said:

"We're delighted to launch Elevate with local partners across Leicester, Leicestershire and Rutland.

"We know that timely, compassionate support can make a lasting difference. Through Elevate, our Navigators will work alongside young people at pivotal moments, providing trusted relationships, practical guidance and access to opportunities that help them build confidence and create positive pathways for the future."

Elevate strengthens Ingeus' rehabilitation and prevention services, reflecting the organisation's commitment to helping people overcome challenges, realise their potential and achieve lasting positive outcomes.

BREWING A DREAM INTO REALITY

After two years unemployed, Osaretin, known to everyone as Betty, turned her dream of opening a community-focused café into reality with support from Ingeus, Momentic and the Restart Scheme.



Delivered by Ingeus and its partners across Greater Manchester, the Restart Scheme provides tailored support for jobseekers, including advice on self-employment. Drawing on her hospitality background and passion for helping others, Betty decided it was "now or never" and began working with Restart self-employment adviser Austin.

"I spent years working as a barista and just loved talking to people," says Betty. Alongside raising her four children, she also founded a popular walking group for mums at one of her children's schools.

"I met people from all over the world. Some would share their stories and problems. I wanted to create a welcoming space where people could come together and know they're not alone."

With support from Austin and specialist advice from Andy at Ingeus partner Momentic, Betty launched Café Bee Earth Angel CIC at Clayton's Sure Start Centre. Named after a member of her walking group who described her as an "earth angel", the café serves drinks and light refreshments to families, care providers and local residents.

The support package included a laptop, mobile phone, business documentation assistance and a till, while Momentic helped register the business as a community enterprise and provided guidance on licensing, business planning and social media.

Since opening on 1 April 2026, the café has quickly become a popular community hub. Betty hopes to expand its impact by offering work experience opportunities for care leavers.

"The help I had from the Restart Scheme was amazing," she says. "They listened, believed in me and gave me practical support and encouragement. That gentle support pushed me to where I wanted to be. It's a dream come true."

Scan the QR code to find out more about Restart Scheme.

MAKING WAVES AND MAKING A DIFFERENCE

Colleagues have been making a splash and brewing up support for good causes, with fundraising efforts supporting Rethink Mental Illness and Macmillan Cancer Support.



Lindsay, International Clinical Coordinator at CiC Wellbeing, took on the two-mile Swim Serpentine challenge in London on 19 September, returning for a second year to test her endurance and raise money for Rethink Mental Illness.

Despite nerves in the build-up and the challenge of swimming in dark open water, Lindsay completed the course six minutes faster than last year and exceeded her £299 fundraising target.

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> Reflecting on the experience, Lindsay said:
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> **“I was feeling very unsure about myself in the build-up. We train the body but forget how it can be an emotional challenge too.”**

Meanwhile, colleagues in Brent put teamwork and creativity at the heart of their Macmillan fundraising. A cake decorating competition, treasure hunt and auctions brought colleagues together, helping the team raise an impressive £251.

Together, the activities are a fantastic example of colleagues getting involved, taking on challenges and making a positive difference for causes that matter.





WHY A GUARANTEED FIRST JOB CAN CHANGE A YOUNG PERSON'S FUTURE

Scan the QR code to find out more about Jobs Guarantee.



By Simon Smithson, Director of Youth Services

A first job is about far more than a payslip. It can give a young person independence, confidence, skills and a sense of belonging. Yet for many facing barriers to work, that first opportunity remains out of reach.

In April to June 2026, an estimated 981,000 young people aged 16 to 24 were not in education, employment or training (NEET), representing 13% of young people in the UK.

Behind these statistics are young people with talent, ambition and potential. What many lack is not capability, but opportunity.

More than a route into work

Paid employment provides structure, purpose and the chance to develop vital skills such as communication, teamwork, resilience and problem-solving. For young people facing poor mental health, financial hardship, caring responsibilities or limited professional networks, that opportunity can be transformative.

A first job also provides something crucial: evidence of capability. It creates experience, references and a track record that can unlock future opportunities.

Preventing long-term disadvantage

Youth unemployment has risen to 16.2%, with 739,000 young people unemployed across the UK. The longer someone remains disconnected from employment, the greater the risk that short-term challenges become lasting disadvantages.

Early access to meaningful paid work can build confidence, create momentum and strengthen connections with the labour market.

A chance that can change everything

Employers need talent, and young people need opportunity. Creating accessible routes into work can help bridge that gap while challenging the idea that potential is measured solely through qualifications or previous experience.

A first job is not simply employment. It can be the turning point that helps a young person build their future.

ROYAL RECOGNITION FOR CLAIRE'S LOCAL COMMUNITY IMPACT

An Ingeus colleague helping transform lives across Greater Manchester has received royal recognition for her work supporting people on probation.



Claire Oldham, Accommodation Advisor within Justice services, was invited to meet Her Royal Highness The Princess Royal during a visit to Atherton Probation Office on 8th September.

Claire was invited in recognition of her growing impact across Wigan Probation Delivery Unit, where she brings together local organisations and community partners to help people access housing, wellbeing, employment and other vital support.

During the visit, Claire spoke to The Princess Royal about her role supporting people who are homeless or at risk of homelessness following release from custody or while serving community sentences.

Claire said: "I felt incredibly proud to represent Ingeus, the Accommodation Team and the wider partnership working across probation. Being chosen to attend was a tremendous honour, and having the opportunity to speak directly with Princess Anne about the work I am so passionate about made the experience even more meaningful."

Alongside her day-to-day role, Claire has organised a series of community events connecting people on probation with local support. Her latest wellbeing event at Atherton Probation Office brought together health, housing, employment and community organisations, with more than 50 people attending.

Claire added: "It was undoubtedly the highlight of my career to date and a day that I will remember for many years to come."

Congratulations to Claire on this well-deserved recognition and her continued commitment to helping people rebuild their lives.

MY ILLNESS IS ONLY ONE PART OF MY STORY



Scan the QR code to find out more about Youth Voice

At 21, Amanda is determined not to let her health define her future.

Originally from London and now living in Manchester, she works in fast food, volunteers for several charities and is an Ingeus Youth Voice Ambassador. Her ambitions are just as varied, from songwriting, singing and playing guitar to exploring a future as a chef.

But finding her direction has not always been easy.

"I was on the Restart Scheme looking for work and trying to figure out what direction I wanted my life to go in," Amanda says. Living with chronic illness, mental health challenges and neurodivergence added barriers to finding work and a place where she felt comfortable being herself.

That began to change after Amanda attended the Ingeus RISE residential programme and discovered Youth Voice.

"I wanted an opportunity where I was able to speak up, influence things and represent people who might not feel able to speak for themselves."

As an Ambassador, Amanda has shared her experiences with professionals and decision-makers, helped shape Ingeus' Find Your Future Fest and attended youth events in Birmingham and London. One conversation even led to another ambassador role with Young Manchester.

Along the way, she has built her communication, leadership and networking skills, but the biggest change has been her confidence.

"I can now walk into a room with professionals and decision-makers without feeling like I don't belong there," she says. "Confidence isn't about never being nervous; it's about being nervous and still choosing to take part."

Now, Amanda wants other young people facing challenges to recognise their potential.

"My chronic illness and other challenges are part of my story, but they are not the whole story. I believe anything is possible when you put your mind to it."

NATIONAL INCLUSION WEEK:

BREAKING DOWN BARRIERS



Bev Winter is a Personal Wellbeing Advisor for Commissioned Rehabilitative Services (CRS) in Northumbria, supporting people on probation to build confidence, improve wellbeing and take positive steps forward.

Inspired by National Inclusion Week, Bev shares a week of activities bringing colleagues and service users together to break down barriers, build connections and celebrate inclusion.

Monday 14th September: Recovery walk

The week began with a recovery walk from the Felling centre. Colleagues and service users walked together, sharing experiences, encouraging one another and celebrating achievements big and small. It was a reminder that recovery does not happen alone, and that support and connection can help build hope and resilience.

Tuesday 15th September: Cold water dip

Next came a cold water dip organised by Danny, Dependency and Recovery Guide. Stepping outside their comfort zones gave participants an opportunity to face fears, try something new and connect with others in a relaxed, supportive environment.

Wednesday 16th September: Darts challenge

Centres across the North East came together for a friendly darts challenge. The light-hearted competition encouraged conversation, participation and teamwork, creating a welcoming environment where everyone could get involved and feel part of the wider community.

Thursday 17th September: Herrington Park and Penshaw Monument

A walk through Herrington Country Park to Penshaw Monument offered time for conversation and reflection. When steep sections of the route proved challenging, participants supported one another along the way, demonstrating how barriers can feel easier to overcome when faced together.

Friday 18th September: Roseberry Topping adventure

The week ended with a climb up Roseberry Topping in North Yorkshire. Reaching the summit reflected the determination, resilience and shared achievement celebrated throughout the week, showing what can be accomplished when people encourage one another and focus on possibilities.

Looking back

National Inclusion Week celebrated the strength, resilience and sense of community within CRS. Across every walk, challenge and conversation, colleagues and service users showed that inclusion is built through respect, understanding and meaningful connections.

When barriers come down, opportunities open up, confidence grows and communities become stronger.

WORLD PHYSIOTHERAPY DAY

World Physiotherapy Day on 8th September gave us the perfect opportunity to celebrate the expertise, dedication and impact of physiotherapists across Ingeus.



Physiotherapy is an incredibly diverse profession, with practitioners drawing on a broad range of clinical skills, experience and specialist knowledge to support people with different health conditions and needs.

With more than 100 physiotherapists working across our Health Assessment Advisory Service, their expertise plays an important role in supporting fair, informed and person-centred assessments.

We asked one of our physiotherapy colleagues a simple question: "What's one thing you wish people knew more about physiotherapy?"

Scan the QR code and watch the video.

CELEBRATING OUR HIDDEN HEROES

We recognised the dedicated people working across justice services, probation, housing, health and wellbeing, employment support and community organisations who make a difference every day, on Hidden Heroes Day which took place 30th September.

Much of their work happens quietly behind the scenes, but its impact can be life-changing.

Working alongside local partners, our Justice teams support people with lived experience of the criminal justice system to overcome barriers and take positive steps forward. From rebuilding confidence and accessing housing and employment to strengthening relationships, their support helps people create more positive futures.

And that impact extends far beyond one individual. Helping someone move forward can strengthen families, communities and wider society.

We marked #HiddenHeroesDay by celebrating some of the remarkable people behind this important work. Watch the video to discover what inspires them and why they are so passionate about making a difference.

Scan the QR code and watch the video.

INGEUS CONTRIBUTES TO NATIONAL DISCUSSION ON WORKFORCE HEALTH AND LOCAL ECONOMIC GROWTH

Ingeus joined senior leaders from government, research, healthcare, local government and employment services for a roundtable exploring how better workforce health can support economic growth across the UK.



Hosted by the Work Foundation at Lancaster University in partnership with Ingeus during the Labour Party Conference in Liverpool, the session, "Keep Britain Working: How can healthier work drive local growth?", examined how health, employment and economic development can work together to help people enter, remain in and return to work.

Lindsay Mann, Ingeus' Director of Strategy and Business Development, joined contributors including Sir Charlie Mayfield, co-chair of the Keep Britain Working programme, and Sir Stephen Timms MP, Minister of State for Social Security and Disability.

With nearly 2.8 million working-age people economically inactive due to long-term ill health, discussions focused on practical responses to this national challenge.

‘GRAFTER’ PHIL IS NO LOST CAUSE

The Connect to Work programme, delivered by Ingeus on behalf of Croydon, Kingston, Merton and Sutton, helps people with health conditions and complex issues find and stay in work.



Phil joined the programme after leaving his job of almost 25 years and receiving a life-changing health diagnosis within the space of a month.

Diagnosed in late 2025 with Sezary Syndrome, a rare and aggressive blood disease, Phil requires ongoing treatment and is awaiting a blood transplant. His weakened immune system also limits the environments he can work in.

“I’ve always been a grafter, sitting at home all day isn’t good for me,” says Phil, from Mitcham. “I’ve held senior positions and know what I’m good at, but I’m 50, only have retail experience on my CV and need time to attend medical appointments. Who was going to hire me?”

After meeting the Connect to Work team at a local job fair, Phil began working with Employment Specialist Mai.

“Mai was incredible. She took time to get to know me and understand my requirements. She helped me look at my skills differently, searched for vacancies and chased up employers. It was reassuring to hear there were suitable roles out there and that I wasn’t a lost cause.”

Phil went on to secure work as a stockroom manager at a busy sports store, managing a small team and flexing his hours around treatment.

“It’s tiring juggling work with my treatment, but I like the focus it gives me,” he says.

As his treatment continues, Phil credits Connect to Work, his local men’s walking and talking group, and coaching his son’s under-15s football team with helping him stay on track.

“Having supportive people around me is important,” he adds. “Mai is certainly one of them. She is fantastic.”

Getting to know you...

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



Amy Blee

Youth Employment Officer

"I work with Change 100 as a Youth Employment Officer, supporting talented students and graduates with long-term conditions or disabilities to access meaningful work experience and employment opportunities. No two days are ever the same. I might be working with employers to promote inclusive recruitment practices or supporting candidates as they prepare for placements and take their next career steps.

What I enjoy most is seeing people grow in confidence and realise their potential. There is something incredibly rewarding about helping someone recognise their strengths, overcome barriers, and achieve goals they may not have thought possible. Being part of that journey and helping to create opportunities that can shape someone's future is what makes this role so meaningful to me."

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

Coffee or tea?
Tea always!

Early bird or night owl?
Night owl

Book or movie?
Book

Pizza or pasta?
Neither, fries for the win.

Sunrise or sunset?
Sunset

Comedy or drama?
Comedy

Singing or dancing?
Singing

Cats or dogs?
Dogs

Summer holiday or winter holiday?
Winter holidays

Chocolate or vanilla?
Vanilla