

Impact Report

2023-2024



Be

**BOLD.
RELEVANT.
RESILIENT.**

INSPIRA
Inspiring you

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Introduction from the Chair and Chief Executive

We are delighted that we have directly supported over **32,500** people to achieve better employment, education and training outcomes. We have indirectly supported thousands more.

The last year has been very important for Inspira, there has been much change in both national and local government arrangements, the external landscape has been challenging but ultimately positive.

We have worked hard to translate national policy into relevant working solutions, designing bold programmes that resonate with beneficiaries, employers and commissioners. Doing this has enhanced our reputation and we are a significant regional presence in the Careers and Employability landscape with a reputation that is respected nationally.

All of this work would not be possible without a great team of people. We really understand the need for a resilient and motivated workforce. Our most recent survey shows that 97% take pride in being part of Inspira.

In a year of change locally, successfully tendering for key local government contracts such as Targeted Careers Information Advice and Guidance, Careers Hubs, Employability programmes and Multiply has been fundamental to our success.

Winning new nationally tendered work such as Adult Education Budget and gaining extensions to nationally delivered contracts such as Restart

and National Careers Service means the regional offer we put forward for beneficiaries is comprehensive and as seamless as possible. We deliver locally to the communities who need it the most. We are constantly looking for opportunities to help improve our charitable objectives.

To continue to innovate and deliver timely relevant programmes we need good governance. The trustees follow the Charity Governance Code as a framework and work towards its recommendations. To make sure we are serving all of the communities in our geographical footprint we are reviewing our Equality, Diversity and Inclusion (EDI) strategy. An initial action plan has been produced that supports and promotes EDI across the charity. We continue to innovate with new technologies to help both staff and beneficiaries.

We are proud of the work that we do and we have invested in making sure people know about it both within the charity and with stakeholders. Videos showing both beneficiary and staff stories have been produced and media interaction has been high.

We are pleased with the progress we have made over the last year and are very much focused on the change that the new government will bring and how ultimately we can support more people.

Watch a video from our Chair - click [here](#) or scan the QR code.



George Beveridge
Chair, Inspira



Mark Bowman
Chief Executive, Inspira

Impact aims and mission

Through our work, we support local people to improve their skills, open-up new opportunities and help them into work, learning or training.

Our mission is to empower young people and adults with the skills and confidence they need to reach their potential in life and work.

We want people to be **'Bold'** and **'Resilient'** so that they can handle whatever obstacles, challenges, and opportunities they face with a can-do attitude.

We also want people to be **'Relevant'**, to have the necessary skills, knowledge, and experience to succeed in jobs today and in careers of the future.

Our work in numbers:



Helping to create over **£4.35 million** of social value.

Our major programmes at a glance

We are experienced in providing inspiring and powerful programmes to dynamically change an individual's life so that they are supported as they broaden their horizons and reach to achieve their potential. The programmes we manage have a positive impact on people's lives:

Restart

The Restart Scheme offers Universal Credit claimants who have been out of work for at least 9 months and have multiple barriers to employment enhanced support to find jobs in their local area. This is achieved through personalised one to one support and bespoke employer engagement.

Lancashire Careers Hub

Lancashire Careers Hub is a collaboration of 154 secondary schools and colleges across the whole region who work together to deliver the Gatsby benchmarks. Collaborating with business partners, the public, education and voluntary sectors, they help improve careers outcomes for young people.

The Key

The Key offers skills support for adults in Cumbria who are unemployed and inactive in the labour market. Designed to match jobseekers with live local job opportunities, the programme aims to update and improve the skills of participants so that they can compete effectively in the labour market.

National Careers Service

National Careers Service provides careers information, advice and guidance, targeted at adults. We can help our clients to make decisions on learning, training and work at all stages of their career with enhanced support for priority groups.

Targeted Careers Information, Advice and Guidance (TCIAG)

Inspira has been commissioned to provide Careers Information, Advice and Guidance (CIAG) and support with progression planning to priority groups of young people. We also manage the September Guarantee to ensure all young people have a suitable offer of post-16 learning.

ASF

The Adult Skills Fund (ASF) is a fund that has been set up by the government to help support the delivery of education and training to people aged 19 and over.

The Link

Employer encounters are vitally important for all young people. Through The Link we have built a network of SME employers to work with young people across Cumbria to understand the world of work and the skills that are valued in the workplace.

Launchpad

Launchpad offers NEET young people aged 16-24 across Cumbria a range of personalised support, tailored development opportunities, experiences and encounters with employers to help them progress into mainstream labour market opportunities, education and apprenticeships.

Multiply

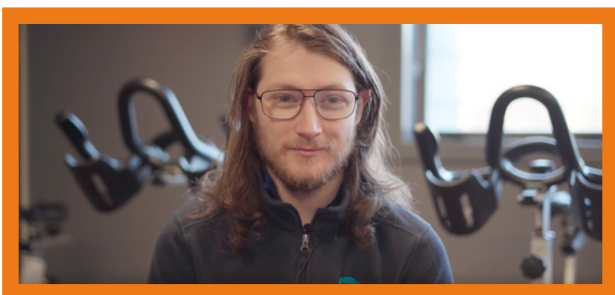
Multiply is a government-funded programme to help adults improve their numeracy skills. It is aimed at people aged 19 and over and don't have maths GCSE at grade C (or equivalent). They can access free numeracy courses through Multiply to build their confidence with numbers and gain a qualification.

Education, Training & Employment (ETE)

ETE helps men on probation with gaining new skills, qualifications, training and funding or maintaining work. Our advisers provide a number of interventions including mentoring, disclosure advice and support with literacy and numeracy.

Our customers

Experiencing people's stories first hand can be incredibly powerful. This year, we commissioned two videos to highlight the impact of our work with both adults and young people. As you watch, you'll see how Inspira's support can truly be described as "life-changing".



Our Work with **NEET Young People** watch [here](#), or scan QR code.



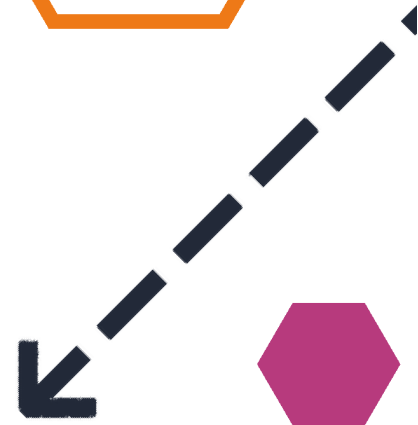
Our Work with **Unemployed Adults** - watch [here](#), or scan QR code.



Our impact



We have supported **1,130 economically inactive people**, proving mental health, financial awareness support along with job seeking advice.



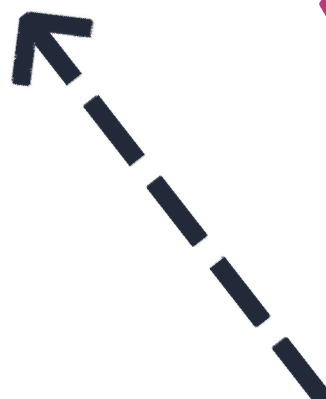
Through our **education and business link** work:

6,167 direct interventions with young people.



750+ employers engaged with.

Our **NEET Prevention** work has supported **960** young people.



Through our **young people, careers advice and guidance** work:

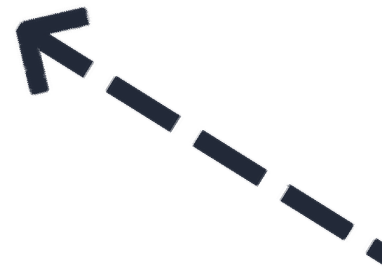


9,940 young people from year 11 made the transition to education, training or employment.

940 young people were supported with SEN.

We supported **980** young people from vulnerable groups.

3,200 young people were supported with **impartial careers coaching**.



Working with **long term unemployed people**:



We supported **881** people.

603 have moved into employment or education as a result.

Through our **adult skills and careers** programmes:

5,338 people accessed these services.



2,677 moved into employment, education or training.



Our partnerships

Inspira works hard to develop and sustain productive partnerships. As well as our major programmes, we collaborate and work in partnership to deliver a range of services to help people develop their employability skills.

We work closely with councils across both the Cumbria and Lancashire Local Enterprise Partnership footprints. We have partnership agreements with schools and colleges, Pupil Referral Units and Multi Academy Trusts to deliver outcomes to young people in varied educational settings. Many commission direct services.

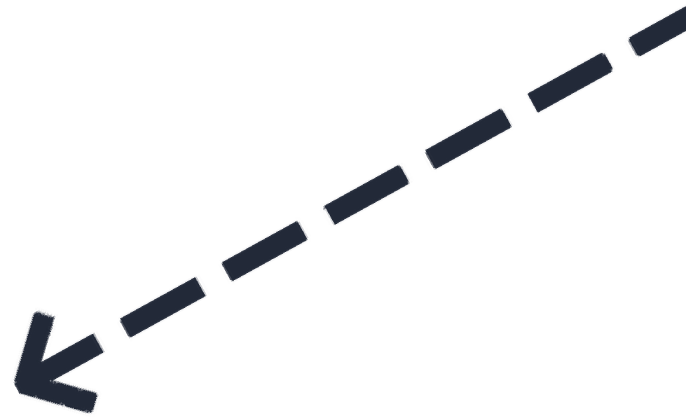
Inspira is actively working in partnership with and supporting a diverse range of employers; creating inspiring, innovative and sector specific employment programmes that help them fill their workforce needs and help local people into work.

The trustees regularly review the Charity's approach to stakeholder engagement and to deliver maximum impact to its beneficiaries.

We deliver contracts on behalf of:

- Blackpool Council
- Cumberland Council
- DWP
- Education & Skills Funding Agency
- EDT
- G4S
- Lancashire County Council
- Maximus
- Seetec
- Westmorland and Furness Council

We have also received funding from **BAE Systems, Cavendish Nuclear, Cumbria Community Foundation, Cumbria LEP, NCS Trust and React Foundation.**



Our people

Our people drive the outcomes we achieve for both beneficiaries and commissioners. During the year we have had a dedicated team who, whatever their role in the charity are focussed on providing high quality services to get the best possible outcomes.

We work hard to develop the team and alongside a host of formal sector based and statutory qualifications, we have delivered 430 training modules resulting in 2,339 CPD hours. We bring the whole team together twice a year to celebrate success and tackle issues that are important to the team. This year we had a focus on Artificial Intelligence (AI).

We are always looking at ways to improve communication and engagement and have set up a series of 'lunch and learn' sessions as an informal way to provide peer support and improve outcomes. We have delivered 75 sessions.

We make sure we ask the teams opinions, this year in our annual survey 97% of the team would recommend Inspira as an employer and 95% believed we live our values.

This year we also asked the whole team to complete an anonymous Mental Toughness Questionnaire (MTQ) and each colleague

received a personalised report and the anonymised company profile has provided rich data to help us support staff in a more focussed way.

The quality of our work is a key factor in our success. We had our first monitoring visit from Ofsted, and we are pleased with the progress we have made.

We have been re-accredited with the Matrix Standard which gives assurance of the quality of Information, Advice and Guidance the Charity delivers.

The Trustees receive a safeguarding update at every Board meeting and a full annual review. Following this years review we have also undertaken a 'deep dive' with all staff and subcontractors to give further assurance.

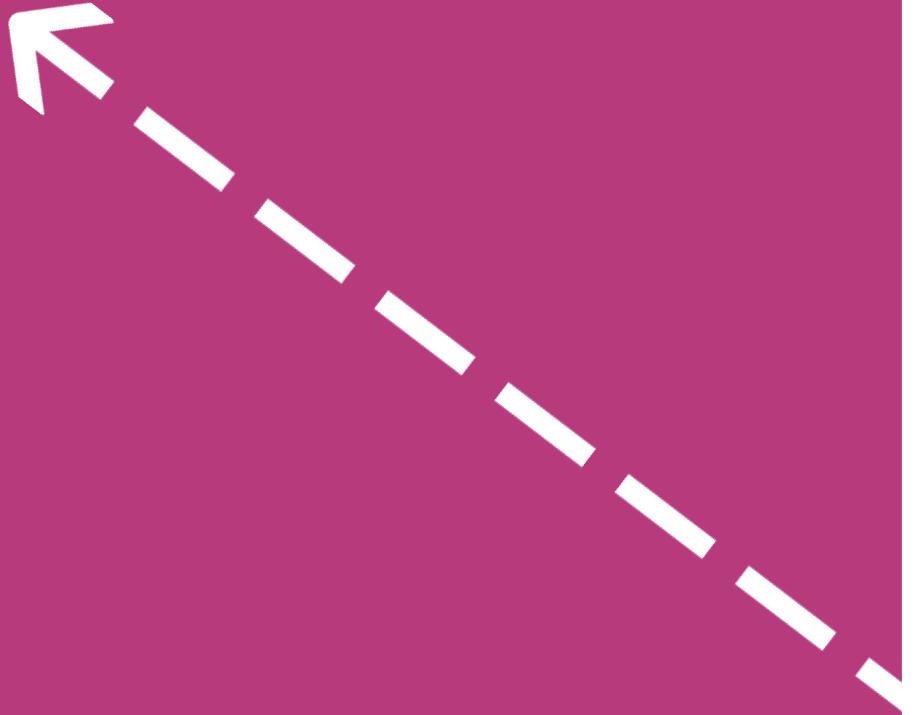
We are a disability confident employer and amongst other accreditations hold the ISO27001 Information Security Standard.

Take a look at our **Charity Video** and meet some of our amazing team.

Watch [here](#), or scan QR code.



www.inspira.org.uk
[@inspiraforlife](https://www.instagram.com/inspiraforlife)



Castle View, Gillan Way, Penrith 40 Business Park, Penrith, CA11 9BP

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