

maximus



# Supporting people in the justice system to move forward

August - 2022

# Education, Training and Employment: A new chapter for Maximus



In 2021, Maximus was awarded four Ministry of Justice contracts to deliver **Education, Training & Employment** (ETE) support to offenders across the North West, the West Midlands, London and Wales, becoming the single largest provider of this new service. The programme is supervised by the Probation Service and is projected to deliver support to more than 45,000 people over three years.

Our advisors provide a number of interventions which include mentoring, disclosure advice and support with literacy and numeracy to help improve their skills. They work closely with offenders to enable them to return to sustainable employment by organising job clubs, CV and job searching sessions, work placements, professional accreditations, and signposting to specialist services.

**Gareth Parry, Maximus Programme Director** looks back on the first year of delivering the ETE programme:



*This is the first time we have delivered specialist support programmes like ETE for the Ministry of Justice, and I'm very proud of the strong relationships we have built with both the Ministry of Justice and the Probation Service. We're now one year into the delivery of the ETE programme, and we are transforming lives and communities - more than 1,700 people have been supported into formal education, structured training programmes and paid employment.*

*In many cases, the participant's offending background presents a significant barrier to employment, but working with our network of specialist partner organisations, our advisors have supported people on probation to access training, reach their employment goals and achieve personal development.*

*It's inspiring work to help people to improve their health, skills and employability, and steer them towards positive life-paths which benefit communities up and down the country.*





## Craig Walker, ETE Contract Director

Working with people on probation and in prison is both challenging and rewarding. We work with a diverse and complex group of people whose lives are often chaotic and who face multiple challenges, including homelessness or unstable accommodation, drug or alcohol dependency and other lifestyle difficulties.

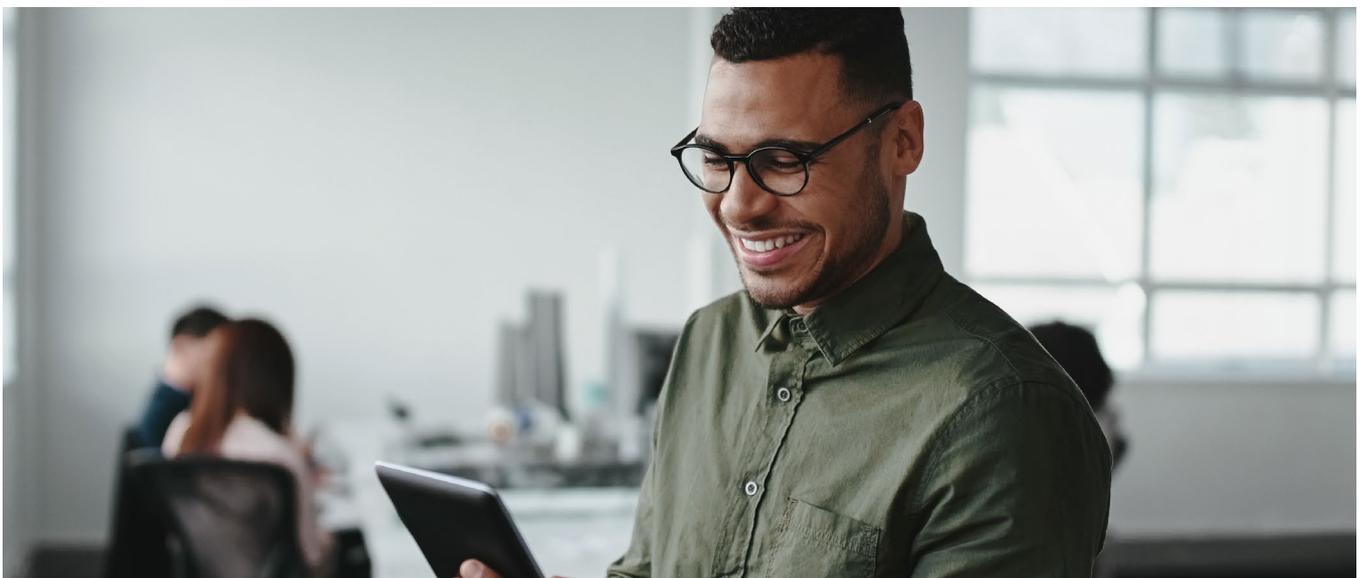
I am really pleased by how our advisors have risen to the challenge of delivering these life changing services. People often have complex barriers, and many have fallen out of the education system, lacking the skills and qualifications to work in a digital age.

Our advisors tackle this by focusing on identifying a person's strengths, setting out realistic goals and plans to help them move forward. They go above and beyond to ensure a person can achieve on our programmes - whether that's advocating on their behalf with an employer, accompanying them on their first training day or keeping in touch to help them stay motivated. These are part of a range of interventions designed to increase a participant's skills, motivation, confidence

and self-esteem. While this is an undeniably challenging group of people, the successes we are seeing from our interventions make our work highly rewarding.

Our early success is significant - as those who engage with ETE are less likely to re-offend, reducing the negative impact of offending on families, victims, and local communities - and lessening the financial burden that offending places on wider society.

We are incredibly proud of the impact we have achieved so far. In the year ahead, we will be exploring how we can engage our wider business capabilities - and find new ways to help people transform their lives.





## Helping to reduce reoffending

Our advisors support participants to take control of their lives, to become self-sufficient - and to move away from dependency on criminal activity for status and income.

Employability has been identified as a key factor in the likelihood of reoffending, and through interventions such as support with literacy, numeracy, skills and job searching, Maximus ETE is supporting people on probation to make positive life choices and move closer to sustainable employment.

**Karl, from London, had been a high-earning professional prior to a conviction that cost him his job. With support from Maximus ETE, he gained a senior marketing role and has rebuilt his career:**

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*After my conviction I thought I'd only be able to get manual work, but my advisor fought to get employers to change their approach to ex-offenders and helped me get my life back on track.*

*Without Maximus, I would have been in a very dark place and potentially reoffended. Now I've never been so committed to my career and feel like a valued member of society.*

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## Our Impact

A close-up photograph of a person's hand pointing to a page in an open book. The person is wearing a brown jacket over a light-colored patterned shirt. The background is softly blurred, suggesting an indoor setting like a library or study.

**108**

people helped  
into education

A man with glasses and a beard, wearing a blue sweater, is smiling while looking at several sheets of paper he is holding. He is sitting at a desk with a laptop and a mug. The background shows a bright window with curtains.

**481**

people supported  
into employment

Two people are in a workshop or training environment. One person, wearing a white sweater and blue overalls, is working at a workbench. Another person, wearing a brown shirt and blue overalls, is holding a clipboard and looking at the first person. The background is filled with wooden materials and tools.

**1,147**

people helped  
into training



## Education

Many of the people we support have had limited formal education and come to us without basic skills or qualifications. To help them increase their literacy, numeracy and IT skills to the required level for employment, we have engaged with a number of organisations and encouraged many participants to undertake formal training.



In Year 1 we worked with **48** Education providers



One participant was **aiming to become a Personal Trainer**, but was not confident about completing the literacy and numeracy tests required to enrol on the course. **With our support and encouragement, he was able to pass the tests** - and received support with his funding application. He is now excited to be closer to his long-term goal of becoming self-employed and running his own gym.

**Sheikh**, ETE Advisor, North West



Mark was **interested in a sales role** but was hindered by his lack of academic achievements. **With our support, he enrolled onto night courses at a local college** to complete his **English and Maths GCSEs**. As a result, he successfully secured a sales position, was able to move out of his parents' house, and into a home of his own.

**Lauren**, ETE Advisor, North West

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*Thanks to my advisor,  
**life feels a lot easier and  
safer.** I'm no longer on  
a rocky road and everything  
in **my life is going in the  
right direction.***

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Liam, from West Midlands, was supported to obtain his licence to work in construction, and received additional skills training.

# Training

Training increases our participants' skills and increases their chances of finding meaningful employment. To deliver the best possible outcomes for participants, Maximus have engaged with over 100 local partners across a diverse range of sectors including IT, Construction, Logistics, Health & Fitness and Retail - who share our commitment to helping individuals to improve their skills and progress to sustainable employment.



We have supported more than **300** people to obtain construction skills certification



Maximus are working with **107** training organisations



*After working with Maximus for 12 months, I can say that the team are fantastic and always pro-active when making referrals to us, and keen to monitor the participant's progress. It's been an absolute pleasure working with the Maximus team and I look forward to many more success stories together!*



**Kam Lalli**, Lead Partnership Relations Manager, VSS



*Participants referred by Maximus are keen and motivated to engage in our plant and rail training courses, and RMF's success rate with engagement and outcomes gives them confidence that individuals will progress onto sustainable employment and will be less likely to reoffend in the future.*



**Rachel Green**, Business Development Manager, RMF Group

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*After so **many doors were shut in assisting me,** I had given up any hope that I would get anywhere. **Maximus have helped me achieve the security I was looking for,** and I can't thank them enough!*

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Ray, from Liverpool, secured permanent employment after completing fully funded training through the ETE programme.



## Employment

Our dedicated team of ETE Employment Advisors are committed to identifying the participant's individual needs and helping them to access suitable support to achieve their employment and development goals.

Securing paid employment not only ensures a steady income for participants, but also boosts their self-esteem. In addition, it provides the important elements of structure and routine in participants' lives - along with exposure to positive role models.

Participants referred to Maximus frequently state that support from their employment advisor has been a decisive factor in making positive life changes - by helping them to support their families through employment, re-integrating with their communities and building their confidence to take on new challenges.



We have supported people into a diverse range of sectors and careers - including **catering, manufacturing, logistics, sales** and **construction**



Nearly **8,500** Employability Support Sessions completed to date by participants - including support with job seeking, engagement and accreditations



Working with **71** employment organisations



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*Adam's **offending background** was an **obstacle**, together with his minimal work experience and limited lived experience of normal daily interactions. **So I focused initially on opportunities for work experience in short-term roles to build his skills** in areas such as teamworking, organisation and communications.*

**Renee Smale**, Employment Advisor,  
West Midlands

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*Renee has been excellent in helping me to secure employment and get my life back on track. She has always been on hand to give me helpful advice and encouragement when I faced setbacks or adversity, and has helped me to **focus on the positives** from any experience.*

**Adam**, ETE Participant

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***The service and support I received could not have been better*** – it helped me regain my self-respect and my hopes for the future. I'm now working towards self-employment and growing my own business.

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Neal, from Merseyside, received support with developing a business venture after joining ETE.



Wayne, from Wolverhampton, was keen to move forward with his life - and after referral to ETE, was supported to obtain an HGV licence. In addition, he received help with his CV to assist him in applying for work once he'd passed his test.

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*I really am grateful for everything you have done - for believing in me and helping me see a better future. I was at a real low point in my life - but you've motivated me to make a positive new start and have brought happiness back to me.*

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**maximus**

**Transforming  
lives.**



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