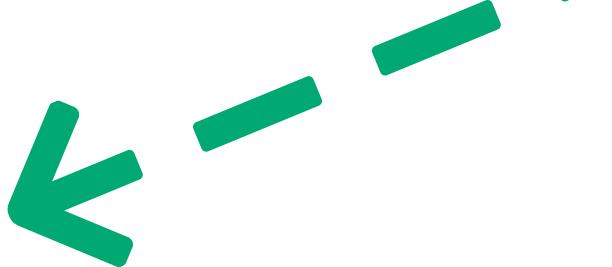




# 2024-2025 IMPACT REPORT



Delivering transformative support that helps people gain skills, find jobs, and build better futures.

**Be**  
BOLD.  
RELEVANT.  
RESILIENT.

**INSPIRA**  
*Inspiring you*



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# Introduction from the Chair and Chief Executive

## Welcome to our Impact Report for 2024/2025 - a year of both challenge and success for Inspira.

In the face of a challenging financial landscape, we directly supported over **26,000** individuals in achieving improved outcomes in employment, education, and training.

We are extremely proud of our achievements and impact, with our careers and employability programmes continuing to deliver high-quality support.

With a focus on vulnerable groups, over **10,000** young people were supported through key life transitions, including **3,200** who received impartial careers coaching to confidently take their next steps into further education, training, or employment.

We expanded our work with those Not in Education, Employment or Training (NEET), developing innovative, impactful approaches to reduce youth unemployment.

Our support for longer-term unemployed and economically inactive individuals also advanced, linking participants to live vacancies and relevant skills programmes, helping communities thrive and the economy regenerate. We have supported over **1,100** economically inactive people.

All of this is not possible without our highly qualified, resilient and motivated team. Our advisers continue to be at the heart of what we do, offering professional, person-centred guidance that considers our customers' life, needs and goals.

It's no surprise that 97% of staff report pride in working for Inspira, and find their roles satisfying.

We remain committed to external validation, our careers services are Matrix accredited, and Ofsted recognised the progress we are making in their first monitoring visit.

Our programmes continue to align with key national policies, including Get Britain Working, Pathways to Work, and the Youth Guarantee, while also actively supporting the localised delivery frameworks emerging through English Devolution.

Looking ahead to 2025/26, the trustees have worked closely with the senior team to develop a strategy focused on growth, impact, and resilience. Financial pressures are expected to continue, but Inspira is strongly positioned to play a central role in regional development, helping more people move into employment and contributing to economic growth.

**As we approach our 25th anniversary, we remain driven by the belief that with our experience, dedication, and innovation, we can deliver even better results for those we support.**



**Mark Bowman**  
Chief Executive, Inspira



**George Beveridge**  
Chair, Inspira

# Our Impact

Working with **long-term unemployed people**:

We supported **2,859** people

**1,429** have moved into employment or education as a result.



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

**9,940** young people 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.

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



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

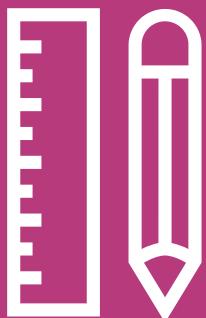
Find out more →



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

**6,167 direct interventions with young people.**

**760+** employers engaged with



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

**5,338** people accessed these services.

**2,677** moved into employment, education or training.

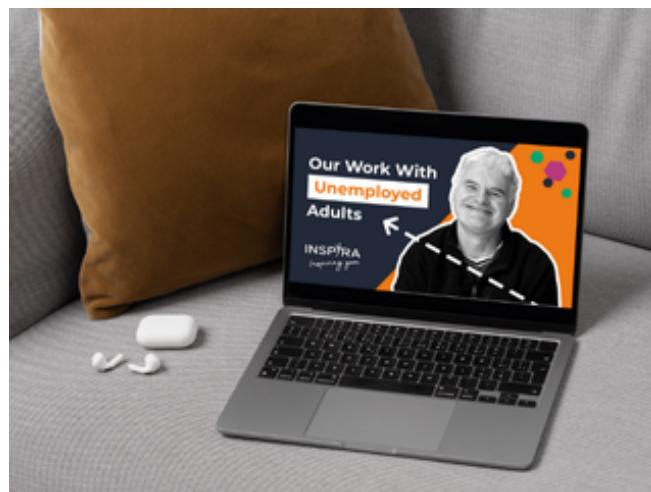
# Our Customers

At Inspira, we support individuals at every stage of their career journey from young people taking their first steps in to the workforce to those navigating new opportunities in later life.

**Many of the people we support struggle to find and sustain employment due to health issues, disabilities or other personal barriers.**

Our commitment to supporting and empowering people of all ages and circumstances is reflected in these two videos; **Our Work with NEET Young People** and **Our Work with Unemployed Adults**.

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



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

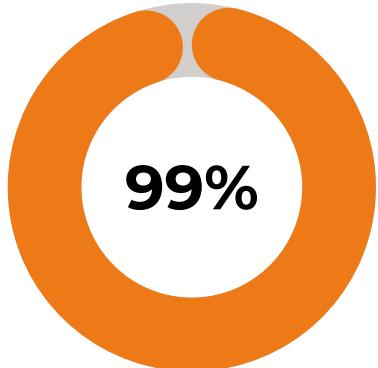


“If they [Inspira] can help you, they will go all out to help you”

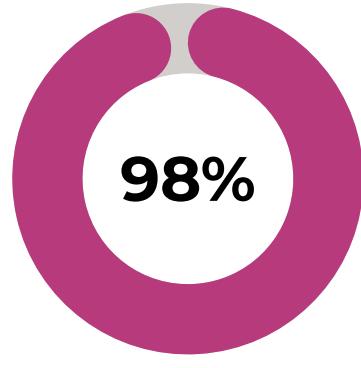
- Sean, Customer

# What Our Customers Say

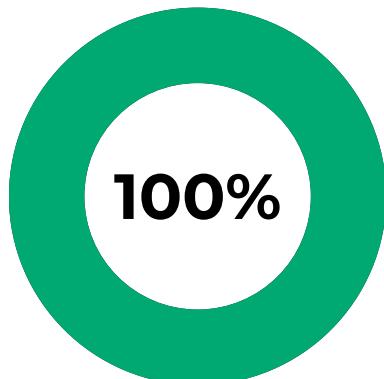
On completing our programmes customer say they:



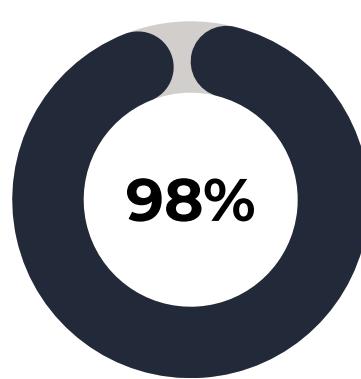
Are more confident & resilient



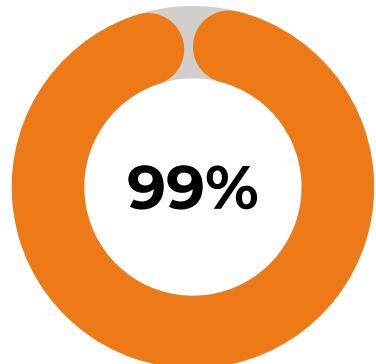
Know how to prepare for interviews



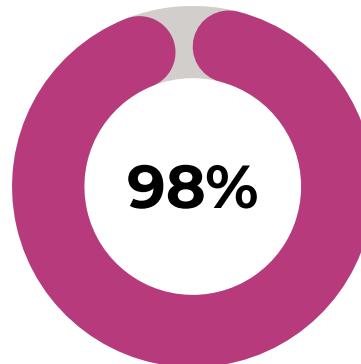
Know more about the skills employers are looking for



Felt their careers interview helped them feel more confident about future plans



Felt their careers interview helped them to understand different career options



Understand more about local job opportunities

# Inspira: Aims and Mission

You've seen the impact we make and heard directly from those we've supported, now, take a closer look at Inspira: who we are, what drives us, and how we work.

## Our Mission:

By being **Bold**, **Relevant** and **Resilient** our mission is to empower young people and adults to reach their full potential.

## Our Vision:

To be the best and most relevant careers and employability organisation in the region.

## Our Aim:

To empower people with the tools and confidence to navigate the ever-evolving job market, making informed decisions that align with their passions and strengths.

# Our Work in Numbers



**Helping to create over £4 million of social value.**

## People

We have a great team of dedicated people, who, whatever their role are committed to improving outcomes for the people they work with. Over the past year our average number of colleagues has been 120, spread across our operational centres in Cumbria and Lancashire.

Training and development is crucial, and colleagues have recorded over 2,358 CPD hours this year. These are accessed across channels ranging from formal qualifications, online mandatory training and informed Lunch and Learn sessions. We bring the whole team together twice a year to celebrate success and tackle issues that are important. This year at our staff conference we focused on Resilience.

We ask colleagues what they think every year, this year 96% feel informed, 97% take pride in belonging to the charity and 97% feel the values are embedded throughout the organisation. 100% said they were aware of their responsibilities regarding good health and safety practices.

## Safeguarding

Safeguarding both beneficiaries and colleagues is the highest of priorities for the trustees. We have a lead safeguarding trustee who has worked with the senior team to carry out an independent 'deep dive' into safeguarding practices and procedures.

## Equality, Diversity and Inclusion

Safeguarding is a standing item on all team meetings and in the staff survey 100% of colleagues reported that they are aware of responsibilities regarding Safeguarding and Prevent with young people and vulnerable adults.

Trustees are dedicated to making Inspira a place where everyone feels welcome, valued, and empowered. They actively promote Equality, Diversity, and Inclusion (EDI), recognising it plays an essential role in strengthening organisational culture, boosting performance, and deepening community engagement.

To support this commitment, they have agreed an EDI policy and oversee a strategic action plan based on three key areas: governance, workforce, and beneficiaries.

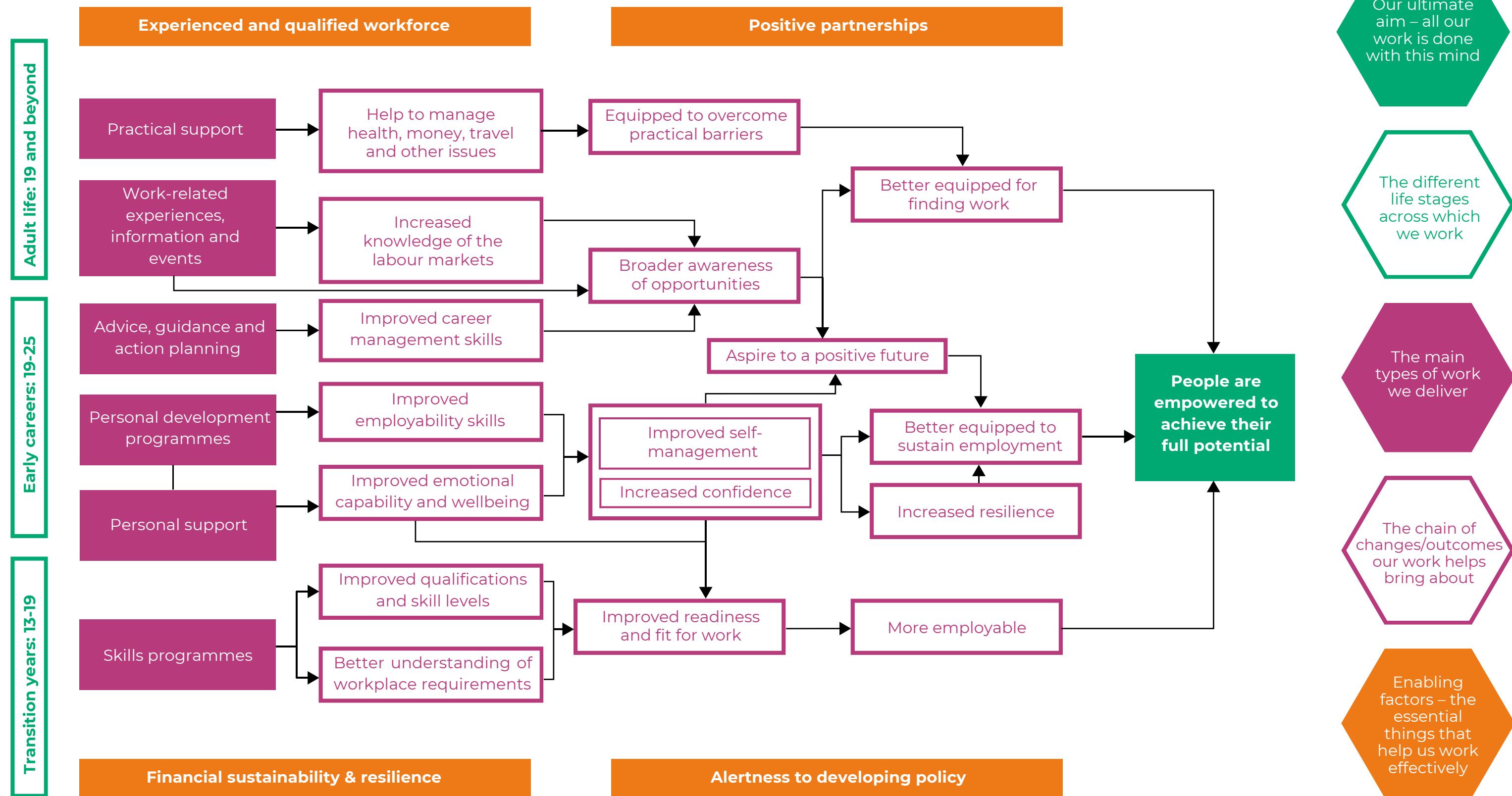
As part of our continual progress, we repeated our 'lived experience' survey this year, helping ensure our team reflects and understands the diverse communities we serve.

We are also externally accredited by organisations such as Matrix, Ofsted, ISO27001, and Disability Confident, and we have an IPS Fidelity partner.



# How We Work:

This diagram identifies the critical enabling factors and resources that are needed for the charity to be effective, the key types of activities that Inspira delivers, and the chain of outcomes that follow from these, leading towards an ultimate goal for the people we support.



# Our Major Programmes

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

Funded by DWP, the Restart Scheme supports Universal Credit claimants to find and sustain jobs through 1:1 support and bespoke employer engagement.

## Lancashire Careers Hub

Lancashire Careers Hub is a collaboration of 162 secondary schools and colleges across the whole region that work together to deliver the Gatsby Benchmarks. Collaborating with business partners, the public, education and voluntary sectors, they help improve career outcomes for young people.

## National Careers Service

National Careers Service provides careers guidance, targeted at adults. We help our clients to make decisions on learning, training and work at all stages of their career.

## 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 to ensure they understand the world of work and the skills that are valued in the workplace.

## Multiply

Multiply helps adults in Cumbria improve their confidence with maths and English through realistic and engaging activities.

## Launchpad

Launchpad offers NEET young people aged 16-24 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.

## Adult Skills Fund (ASF)

Alongside our network of trusted subcontractors, we deliver accredited qualifications for in-demand sectors to unemployed adults.

## 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.

## The Key

The Key Programme works with unemployed and inactive adults across Cumbria. It offers skills support alongside mental and physical health support, financial awareness and connections to employers with vacancies.

# Our Partnerships

Collaborative working is essential to ensure public and charitable funds are used as effectively and impactfully as possible. We have a growing network of strategic and operational partnerships across national, regional, and local levels.

We actively participate in national trade associations and practitioner bodies, including:

- Careers England (our CEO currently serves as Chair)
- Employment Related Services Association (ERSA)
- Career Development Institute (CDI)
- Institute of Employability Professionals (IEP)

Locally, we maintain strong relationships with councils and unitary authorities throughout our footprint. Our work extends across educational and community landscapes, including:

- Schools, Colleges, and Universities
- Multi-Academy Trusts (MATs) and Alternative Provision providers
- A wide range of voluntary and community organisations.

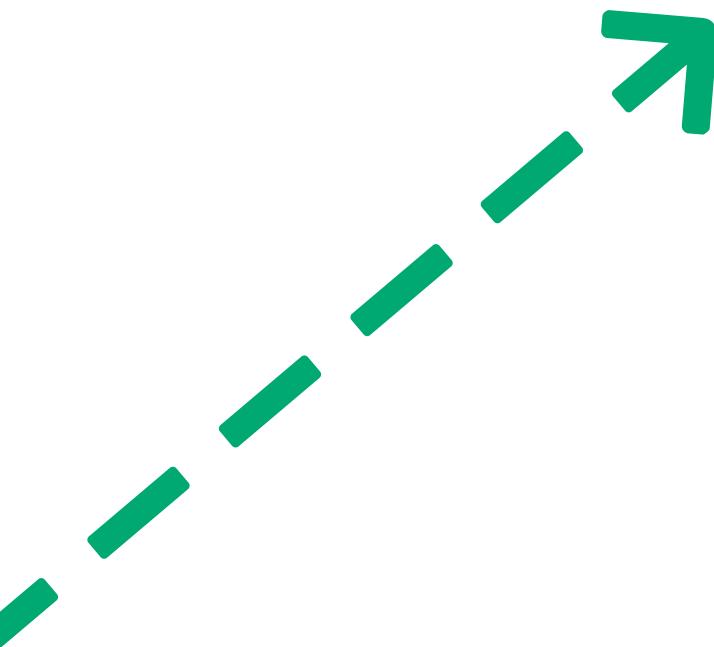
To support people in securing employment, now and in the future, we develop excellent partnerships with local employers. This year alone, we've collaborated with over 760 businesses to help fill vacancies and inspire the next generation of the workforce.

We continue to champion employer-led solutions, creating innovative, sector specific employment programmes that meet both business needs and unlock opportunities for local people.

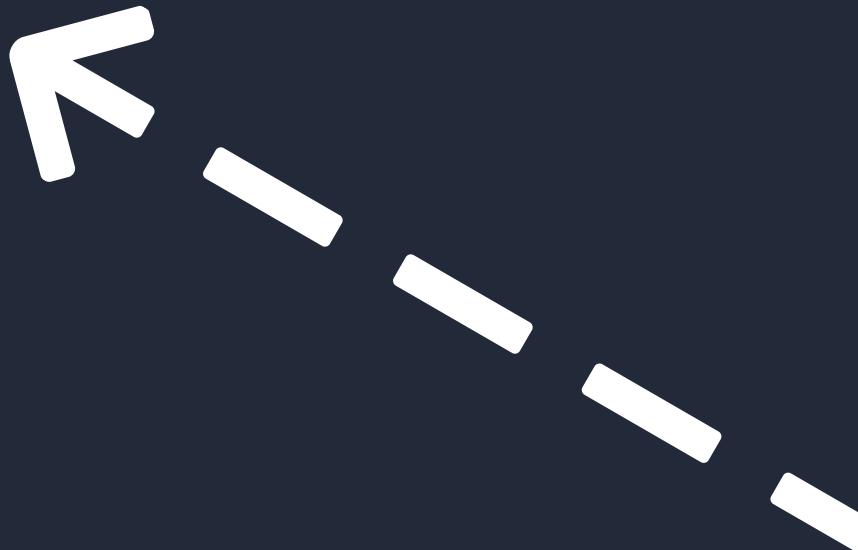
## We deliver contracts on behalf of:

- Cumberland Council
- DWP
- DfE
- EDT
- G4S
- Lancashire County Council
- SeeTec
- Westmorland and Furness Council

We have also received funding from **BAE Systems, Blackpool Council, Cumbria Chamber of Commerce, Cumbria Community Foundation, Cumbria Youth Alliance, English Football League Trust and GDF**.



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@inspiraforlife



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