



IMPACTFUL GOVERNANCE
Community Interest Company



Impact Report 2021

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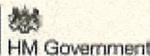
Watford Office:
Luton Office:

The Old Free School, George Street, Watford, Hertfordshire WD18 0BX
West Wing Studios, Unit 166 The Mall, Luton, Bedfordshire LU1 2TL

Community Interest Company Registration Number 10940809



Supported by:



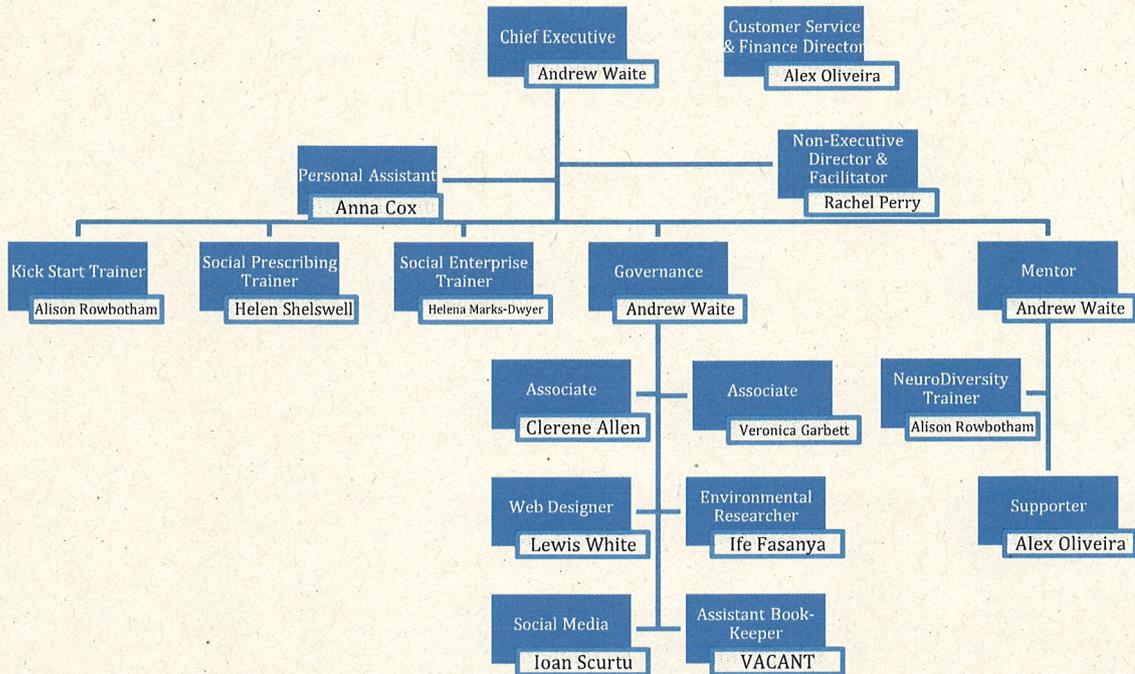
In partnership with
THE NATIONAL LOTTERY
COMMUNITY FUND



European Union
European
Social Fund

2021 Achievements

We made 1878 individual contacts with charity, community and business organisation staff with long-term relationships. 1007 organisations are registered on our securely held cloud-based CRM database (Aug 21).



Inclusion & Diversity

63 % Women, 36% BAME (Black, Asian, Minority or Ethnic),
18% LGBT+ (Lesbian, Gay, Bi-Sexual, Trans or other) &
9% Disabled

Achievement Figures This Year

133 membership organisations were supported through Covid outbreak.
120 member organisations shown how to use zoom with their members.
63 young people placed into paid work through our Kick Start Gateway.
53 of our video tutorials sent to help people use video communication.
36 people over 50 years old took part in "Social Training" for work with us.
10 out of the 36 got paid jobs as a result of our programmes.
4 out of the remaining 36 went into further or higher education courses.

Accreditations this year

- Level 2 – Disability Confident Employer
- SME Climate Hub
- Cyber Essential
- Kick Start Gateway
- Pro-Action



PRICES FROZEN FOR 2021

Service	Business charge	Community Charge
Consultancy	£120 per hour	£75 per hour
Mentoring	£120 per hour	£75 per hour
Coaching	£120 per hour	£75 per hour
Open Full Day Workshops	£150 per delegate	£100 per delegate
Open Half Day Workshops	£75 per delegate	£60 per delegate
Full Day Away Days	£150 per delegate (min 6)	£100 per delegate (min 6)
Half Day Away Days	£75 per delegate (min 8)	£60 per delegate (min 6)
Consulting/Mentor/Coach	£995 (6 hours)	£495 (6 hours)

Testimonials

CDA Herts: "L is just fantastic, I could not have wished for anyone better, she is truly get up and go & has re-energised the team who needless to say absolutely love her."

Little Squirts Nursery: "A and M have been great assets to the team and have been so hard working, they are so dedicated."

Watford Citizen's Advice Bureau: "C is God sent, she has been so helpful going out of her way to help me and team, a remarkable young woman"

Andrews UK: "What can I say?? C is just great ... she really is!"

Maulden W.I.: "Thank you so much for such an interesting talk yesterday..."

We thoroughly enjoyed your Zoom presentation and look forward to the time when we can meet in the village hall again. With thanks & best wishes on behalf of us all"

About us

Aims

1. To work in genuine partnership with organisations, supporting and developing their growth.
2. Help charities to recognise and deliver their own charitable aims.
3. Support short to medium transitions or crisis.
4. Determine clear Governance and best practice.
5. To make a difference, bringing out the best in individuals and organisations by promoting positive aspects of organisational development.

Mission

1. To work in and create partnerships
2. To identify and promote talent.
3. To be committed to each and every organisation we engage with.
4. To promote good Governance and financial stability.
5. To provide Away Days, Workshops & Consultancy and be trusted partners.
6. To add value and help achieve objectives.
7. To work with Chief Executives and Board Members.

Vision

1. That all clients are in a robust, sustainable and healthy condition as a result of our intervention and support.
2. That we have enabled charities to achieve their own charitable aims.
3. That we all have a good work-life balance.
4. That we are all happy in our work and have fun.
5. That we retain a friendly relationship with our clients into the future.

Introduction from the Chief Executive

Who would have thought we would still be writing about Covid19 in 2021?

Although we are moving out of restrictions, our training programmes will not test the water in community venues again until October (subject to any further limitations). We continue to support community organisations, individuals and even more businesses than ever this year through our 136 Kick Start Grants. One of our big shifts this year has been to look at the Governance of organisations to play a crucial part in the environment. We became an SME Eco Hub during this year and have committed to be net-zero in carbon by 2030. **There is no time to waste** so we have developed a tool to help all organisations look at their own consumption through our new "Eco-Office Audit"



To get your audit started email us at research@ig-cic.org.uk or call us NOW on 01923 231660

BIG LOTTERY
Re-connecting 3rd Age People



IMPACT OF
re-connecting

The purpose of this project was to connect those in the 3rd Age to new technological systems such as Zoom and Quick Assist in order to improve and ease their life experiences.

All participants were initially contacted by phone and/or e-mail via community or organisation leaders. In a number of cases there was an initial resistance or hesitation to engage. This is due an increase in online scams during the pandemic. Thus, given the age and vulnerability of these groups, there was reluctance to speak to someone they did not know from an organisation they did not know well.

There was also initial hesitation about potential costs to the organisations. Thankfully, we were able to instantly reassure them that there would be no fee in these initial conversations. We also specified this in the introductory letter. The immediate reassurance enabled continued interactions between Impactful Governance (IG) and participants and full engagement in the project.

All organisation leaders received full details of the project including a flyer, contact details and a letter outlining the project in more detail. All emails included a further link for organisations to pass on to their individual members to access personal support should they wish.

While many organisations have been able to stay connected during COVID-19 due to pre-existing community networks such as church groups, a number had found maintaining this connection difficult.

Organisation members are able to see each other's faces on screen during meetings and speaker presentations. This did not previously occur in face-to-face meetings as attendees tended to be all facing the front to only see the speaker or activity on stage.

Post-pandemic there is an opportunity for a blended model of future meetings which would potentially enable members to attend during cold/icy weather which can be especially challenging for 3rd age members, mobility issues or those with additional caring responsibilities. There is now a new ability to access a range of additional on-line activities or G.P. video calls that have been made available due to Covid. Feeling connected with other group members is now possible again thanks to "Re-connecting 3rd Age People".

We became a Kick Start Gateway for the DWP and also achieved our Disability Employer status.



In addition to this, we delivered two programmes for South-East Midlands Local Enterprise Partnership

Covid Response:

Awareness of new types of **Social Prescribing** work has been raised through our Training and Mentoring programmes to become a Recovery Worker, Community Navigator, Advisor, Link Worker, Officer or Outreach Worker.

“Social Prescribing”

People 40+ Years gain experience and work. It is part-funded by the European Social Fund.



European Union
European Social Fund



We inform, publicise and consult through Social Media:

- Facebook: @impactfulGovernance
- Twitter: @ImpactfulGov
- LinkedIn: Impactful Governance – Community Interest Company

Our beneficiaries are all service users, community organisations, business and the general public. Board and management teams as well as staff and volunteers have engaged with us this year. A small selection of the organisations we have worked with during this year were:



Directors

Andrew Waite – Chief Executive

Former Chair of Trustees (2011-13 & 2017-19) and qualified Mentor with an Adult Teaching Degree and Early Years Degree. Andrew has led Learning Disability charities as CEO and Chair of Trustees. A former Chief Executive of two charities (2008-16). A former NHS Trust Governor (2014-16). A former school Governor (2005-08). Andrew has 30+ years experience of education & community work. A previous Guest Lecturer at University of Greenwich. Lecturer in Quality Management & Risks at University of Bedfordshire.

Andrew has a good track record of creating new Social Enterprise and writing Business Plans as well as turning around charities or business into growth or survival in a fast-changing environment.



Alexandre Oliveira – Customer Service & Finance Director

Managing grant claims and reimbursements of over £300,000 to ensure compliance with the project requirements and delivery. With 20+ years' experience within the Customer Service role Alex is Public Relations qualified. Responsible for pastoral care of our team, clients and service users. Responsible for physical venues, Health & Safety and welfare. Alex ensures our customers, learners and clients have a great experience with Impactful Governance.



Rachel Perry – Non-Executive Director

With 25+ years-experience in Schools & Higher Education, specialising in training and coaching staff and students. Rachel is a skilled practitioner who enables individuals to recognise their own strengths and areas for development. Throughout her volunteer work for a UK cancer charity, she liaised with a variety of stakeholders to manage large and small scale events and understands the importance of collaboration to ensure that all parties receive the support they need in order to reach shared goals. She also works at a University as a Business Partnership Officer, facilitating links with Small & Medium Enterprise businesses. She believes that equality of opportunity is a right for all and holds herself personally accountable to our clients.



Patron

Lola Jaye - Author

Published Author, Lola Jaye has supported and promoted Impactful Governance – C.I.C. as our Patron since our incorporation in 2017 and has been involved since our official Launch in February 2018. Many of the themes that Lola writes about including Diversity and Inclusion resonates with the practices and ethos of this Not-for-Profit organisation. We have the expertise and direct experience as Chief Executives, Directors, Trustees and Chair of Trustee from both charity and business sectors. We have encountered most of the pressures and worked with executives to find solutions to turn around organisations.



"I was pleasantly surprised at the amount of work Andrew and I were able to get through."

Keith Simpson – Cranlifield Limited

"Very well facilitated. Excellent content and delivery.

Virtual delivery was brilliant in being able to still participate. Thank you"

Lydia Banfield – Caribbean House Limited

"It has given me hope of finding something to do such as being self employed if I give it a go"

Jon Manwanshinku – Social enterprise participant

Team Members:

Helena Marks-Dwyer –Trainer

Special Educational Needs Adviser with significant experience in Special Educational Needs and Disabilities. MA Early Years, BSc (Hons) Psychology, CertEd BA Humanities. Skilled at building positive relationships, enabling participation, influencing, peer mentoring and modelling effective communication, disagreement resolution and mediation. Strategic operational leadership and service development skills.



Helen Shelswell – Trainer

Helen is a professional coach, facilitator and trainer with over 25 years' experience in coaching, training and education. She has a comprehensive background in Learning and Development supporting Directors, senior managers and their teams to work efficiently and productively. She is a qualified Mental Health First Aider and passionate about positively impacting organisational wellbeing and resilience. Wellbeing and resilience; coaching and coach skills training; leadership development; supporting managers and teams through change and conflict; improving communication and emotional intelligence skills and using various psychometrics tools to improve performance.



Alison Rowbotham – Trainer

Alison has 25 years' experience of working in education with 15 years in senior management roles. She specialises in safeguarding, inclusion, well-being and is a qualified SENDCo.

Experienced at working with adults and young people with learning disabilities and is focused on supporting the development of life and employability skills. Alison is skilled at building positive relationships in communities, challenging perceptions and empowering every stakeholder to believe in and respond to achieving the best possible outcome for everyone. She is passionate about a person-centred approach, enabling all to have control over their own lives, their voices heard and have the best chances in life.



Veronica Garbett – Trainer

Fellow Member of the Higher Education Academy (2014 – present); Human Resource Management and Strategy Lecturer & Academic Consultant (2010 – present); Trainer, Assessor & IQA of ILM, CMI, C&G, NVQ and BTEC qualifications; Mentor and Accredited Practitioner Coach (2004 - present). Working with SME and Not for Profit organisations for Impactful Governance in the areas of business planning & strategy; organisational structures and staffing; leadership, management and trustee development. Veronica works with individuals to challenge and support them in achieving outstanding organisational performance.



Ife Fasanya – Environmental Researcher

Anna Cox - Personal Assistant

Ian Warner – Administrator

Lewis White – Web Developer



KICKSTART SCHEME

Success Stories



IMPACTFUL GOVERNANCE



Role: Personal Community Interest Company

Assistant at Impactful Governance

Scheduling training sessions, liaising between trainers, employers and learners, attending promotional events, supporting the writing of funding bids etc.

Outcome:

Gained full time employment as a bid writer.

“Working with Impactful Governance - CIC provided me with invaluable experience. The opportunities and responsibilities awarded to me have undoubtedly helped me to realise and progress the career I want.”

Oliver Rowe

Role: Trainer at MIND Mid-Herts.

Creating resources, training learners, scheduling events, co-ordinating community projects etc.



in Mid Herts

Outcome:

Gained full time employment as a trainer at MIND.

“Kickstart gave me a foot in the door within the mental health industry. It gave me the opportunity to showcase my skills in the workplace, show my commitment and earn a full-time position.”

Kick Start Gateway Testimonial Form

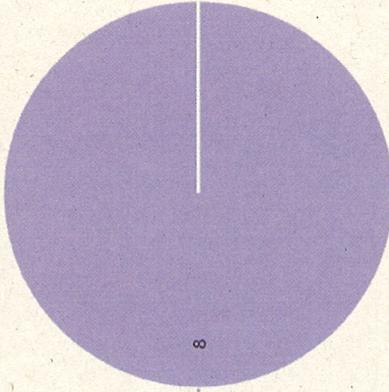
Your Experience of using Impactful Governance as your Kick Start Gateway

8 Responses

Data	Responses
Fantastic experience!	1
Good Experience	1
IG made the process easy and the communication was good.	1
Impactful Governance made the process easier by making the administration of the scheme simple.	1
We are very grateful to Impact Governance for their help and assistance in obtaining our Kickstart Assistant. It was a very easy process and The Bobath has benefitted greatly as a result, with new energy and increased resource.	1
Delighted with the attention to detail, quality of service and commitment to engage with DWP. I would heartily recommend Impactful Governance as a Kick Start Gateway provider	1
Excellent communication and support with all related Kick-Start processes.	1



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KICKSTART
SCHEME



With every additional amount of global warming, changes get larger.

Simulated changes...

...at 1.5°C



...at 2°C



...at 4°C

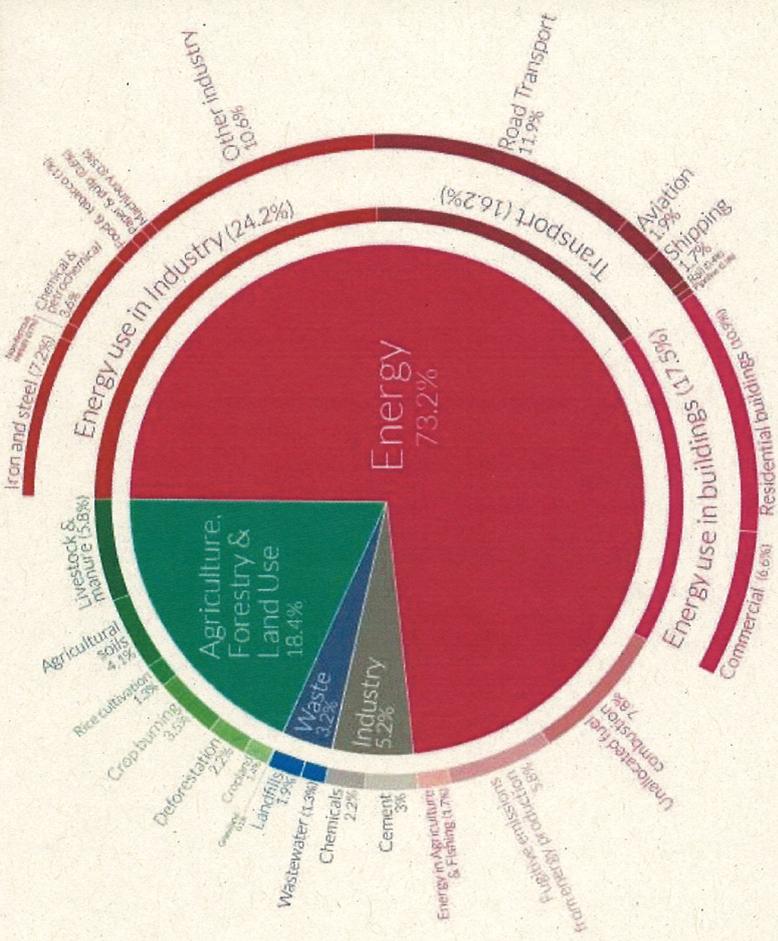


What can we all do about Climate Change?

Global greenhouse gas emissions by sector

This is shown for the year 2016 – global greenhouse gas emissions were 49.4 billion tonnes CO₂eq.

Our World
in Data



OurWorldinData.org – Research and data to make progress against the world's largest problems.
 Source: Climate Watch, the World Resources Institute (2020).
 Licensed under CC-BY by the author Hannah Ritchie (2020).

1. Energy in Industry 24.2%
2. Agriculture, Forestry & Land 18.4%
3. Energy in buildings 17.5%
4. Transport 16.2%
5. Cement & Chemicals 5.2%
6. Waste 3.2%



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Working towards Net-Zero Carbon by 2030

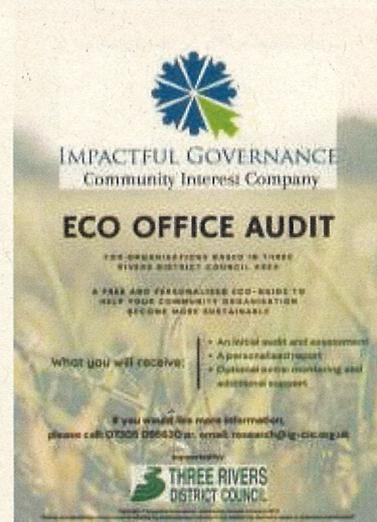
Eco Office Audit

The Eco Office Audit is a four-step programme designed to help community organisations become more sustainable. It is currently in the Three Rivers District Council area and, in the future, we will expand the programme to businesses and other community organisations.



Why did we launch the tool?

Through our research, we established that **community organisations were keen to help the environment** and improve their sustainable practices. However, due to factors such as Covid-19, a lack of time, or a lack of resources, the environment wasn't high on their list of priorities. By creating the Eco Office Audit, we are supporting organisations in their eco-journey as we all work together to protect our planet.



THE STAGES:

1

INITIAL ASSESSEMENT

A remote online survey to help figure out a company's environmental strengths and weaknesses.

2

COMPANY AUDIT

An on-site company audit to determine what the organisations already have and what eco-friendly alternatives might be a better option.

3

FINAL REPORT

After the audit has a finished, each company will receive a personalised report containing details on how to make sustainable changes.

4

MENTORING/REFERRAL

If requested, an organisation can also receive additional mentoring, working with our expert team to help them achieve their goals.

Past, Present and Future

Our Research

Our research has been exploring various aspects of the environment, from how it affects our mental health to things we can do to reduce our carbon footprint. We ensure that every project we conduct has considered all sustainability measures as detailed in our sustainability policy. By regularly attending online talks and workshops, we are constantly educating ourselves on how we at Impactful Governance can make our organisation more sustainable.



Past -By working with Watford Borough Council and The Woodland Trust, 105 trees were planted in Oxhey Grange Allotments.

Present - By analysing our environmental footprint, we encourage all members of staff to be as environmentally friendly as possible through methods of transport, electricity and reduction of waste. We are



constantly reviewing our policy in line with latest research, and we share these changes amongst our team. We have launched the Eco Office Audit as we want to help other organisations do the same. By working together, we can all help protect our planet.

Future - Expanding our environmental consultancy to businesses across Hertfordshire, Bedfordshire and Northamptonshire. Providing organisations with the tools they need to become more sustainable. We will focus on how we can reduce and offset carbon emissions. Offsetting by planting more trees in our sister company Impactful Futures. With COP26 fast approaching, all new positive environmental measures and updates will be adopted into our own Policies accordingly.



Our Environmental Commitments

We are committed to reducing our environmental impact by . . .

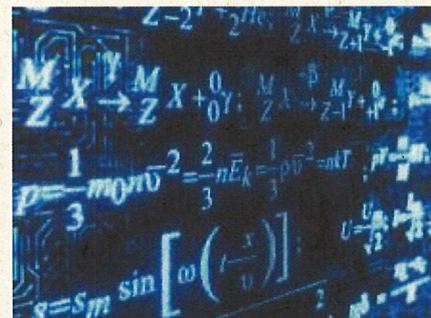
- ★ Re-using, reducing waste and recycling.
- ★ Making effective use of resources, including water and energy.
- ★ Conducting an audit and adopting energy efficient practices. Sharing our good practice amongst staff, volunteers and service users.



- ★ Collaborating with other organisations to help the environment. As an SME Climate Hub, Impactful Governance will be net-zero by 2030.
- ★ By drastically reducing our carbon emissions and making plans to offset our carbon emissions, we will lower our environmental footprint.
- ★ In joining this pledge, we are ensuring our organisation takes the environment into account in everything we do.

What does Net-Zero mean?

- ★ Net-Zero means that you are not putting more carbon into the atmosphere than you are taking out of it. CO2 emissions is one of the biggest causes of climate change, by taking this step towards net-zero you ensure that your organisation is not actively contributing to the climate crisis.



How can Net-Zero be achieved?

- ★ You need to account for any possible sources of carbon emissions and create a sustainability plan. We have put together a resource you can access "Eco Office Audit " which will guide you as you make these steps (see page 12 for more details).



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Programme of Workshops & Away Days

half day = 3 hours 9am - 12:00 or 1-4pm
full day = 6 hours 9am - 4pm (1 hour lunch)

Training Programmes

- Consider starting or changing to a Social Enterprise - Full Day/**Half Day**
- Strategy & organisational structures - Full Day/**Half Day**
- Leadership vs Management - Full Day/**Half Day**
- Creating a competitive advantage - Full Day/**Half Day**
- Developing high performance teams - Full Day/**Half Day**
- Persuading and influencing for success - Full Day/**Half Day**
- Team Building Senior Managers, Trustees & CEO Full Day/**Half Day**
- Strategies & Business Planning - Full Day/**Half Day**
- Setting the Aims, Mission & Vision - Full Day/**Half Day**
- Communication methods - Full Day/**Half Day**
- Changes to legislation - Full Day/**Half Day**
- Establishing an Advisory Board - Full Day/**Half Day**
- Corroborating, Collaborating and Communicating - Full Day/**Half Day**
- Learning Disability Advisory & Trustee Board participation - Full Day/**Half Day**
- Service User Mapping Full Day/**Half Day**
- Extra-Ordinary Service Full Day/**Half Day**
- New Normal – working after Covid-19 Full Day/**Half Day**
- Video Communication – webinars & conferencing techniques Full Day/**Half Day**
- HR Implications Full Day/**Half Day**
- Stepping into a Crisis – Trustees & Boards Full Day/**Half Day**
- Service User Mapping Full Day/**Half Day**
- Extra-Ordinary Service Full Day/**Half Day**
- **Environmentally Auditing Your Business** Full Day – **NEW**
(Including a written report)

NB: Away Days are for your organisation only and need to be held **away** from the workplace (venue provided by local group) to generate free thinking in a conducive atmosphere.



IMPACTFUL GOVERNANCE
Community Interest Company

Proudly a Not-for-Profit Social Enterprise

Winners of:



Finalist:



icsa | The Chartered Governance Institute
Governance Professional of the Year 2019

Members of:



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Registration Number 10940809

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