



IMPACTFUL GOVERNANCE
Community Interest Company



2023
Impact Report

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Community Interest Company

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Meet the Team



Meet the 2023 Team

- 73% Women
- 40% BAME (Black, Asian, Minority or Ethnic)
- 33% LGBTQ+ (Lesbian, Gay, Bi-Sexual, Trans or other)
- 13% Disability
- 7% Non-Binary



Andrew Waite
Chief Executive



Alexander Oliveira
Customer Service &
Finance Director



Clerene Allen
Non Executive Director



Bev Nickson
Work Mentor



Victoria Omole
Trainer



Anita Bowie
IQA



Laretta Von Paulsen
Mentor Assessor



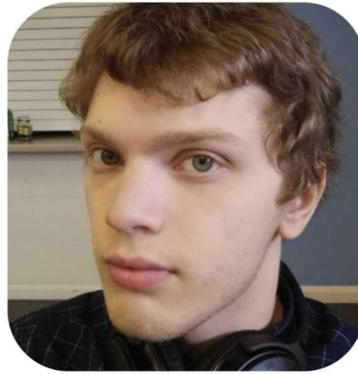
Veronica Garbett
Community Mentor



Mel Waldron
Mentor Assessor



Halina Lukomskaya
Volunteer



Ben Blindt
Volunteer



Alex Parry
Volunteer



Philip Babington
Volunteer



Ben Wallace
Volunteer

Ability



We ensure that we provide:

1. Inclusive and accessible recruitment process

Accessibility requests are arranged, communication mediums are discussed with the candidates, assessments are carried out by employees who have appropriate and disability equality skills to ensure everyone is given an equal chance.

2. Work experience

We offer work experience to employers to provide work trials, provide paid employment for people with disability and those without. We support people into our programmes. We make necessary adjustments for all participants to achieve successful outcomes while providing positive experiences.

3. Disability Confident culture promotion

We make sure our employees receive the proper disability training, support employees to manage their disabilities and health condition, ensure no barriers for development and progression, guide managers, provide support to those who need it and listen to valuable feedback from disabled staff.

4. Development

We provide mentoring and coaching for staff, induct on disability awareness equality, make sure to provide mental health support as well as occupational health services. We have regular team meetings to ensure good sharing practice and provide staff with appropriate training.

Equality, Diversity and Inclusion

Monitoring of staff equality

Characteristics are published in our Impact Report (Page 3).

We strongly believe in employing and working with inclusive people and the characteristics shown are an indication used to review the blend of talent within our organisation that covers the full representation.

Social Inclusion

We worked with other organisations for the benefit of the whole community.



Thanks to:



We started new LGBTQ+ groups



We supported LGBTQ+ groups



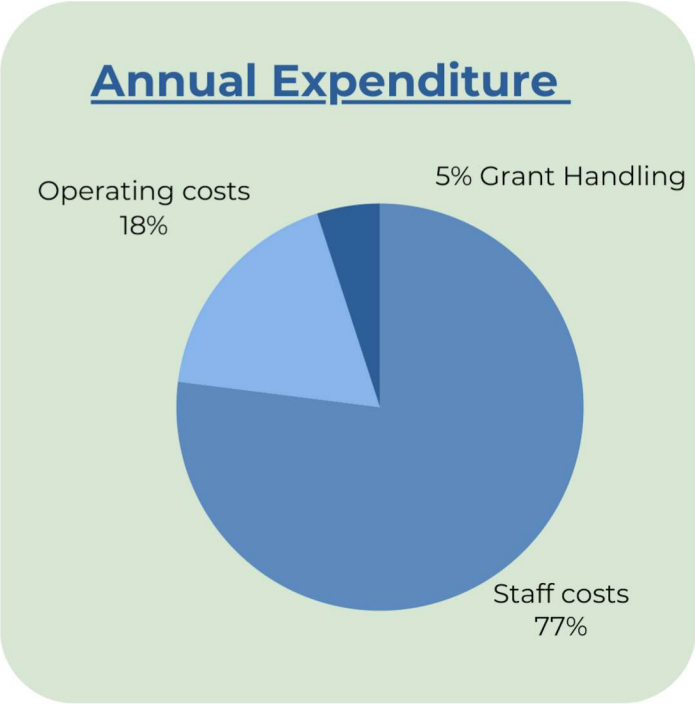
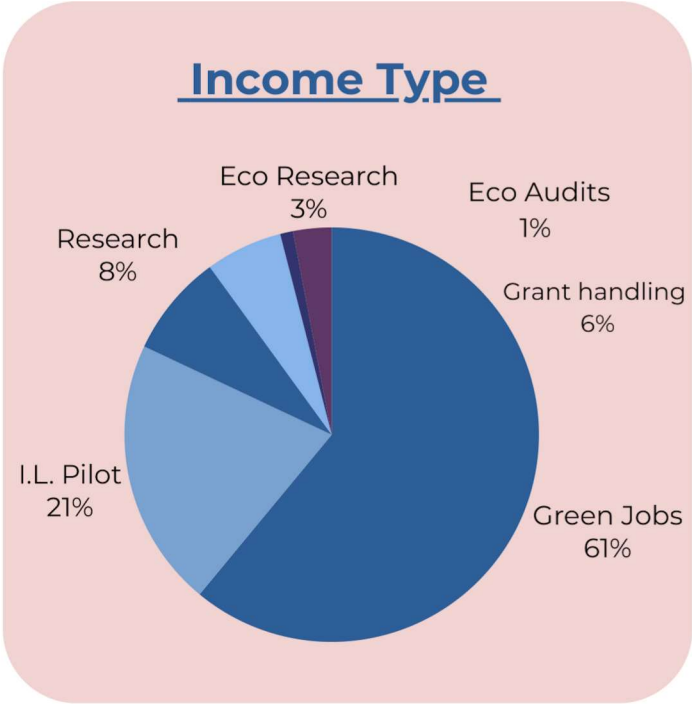
We have been awarded all three disability standards:



Increase in client support

Type	2018-19	2019-20	2020-21	2021-22	2022-23
Customer Contacts	784	1113	1878	2474	3152 +27%
Companies	529	734	1007	1322	1408 +6%
Eco-Audits				40	55 +37%
Learners/Participants	35	80	272	462	770 66%
Mentoring Support	6	17	50	310	456 +47%
LGBTQ+ Contacts				139	333 140%
Green Jobs					114

Type	2018-19	2019-20	2020-21	2021-22	2022-23
Universities and College	1	1	2	3	3
Jobcentre Hertfordshire	0	0	6	9	2
Jobcentre Bedfordshire	0	1	3	5	0
Training Companies	1	2	1	1	0
Councils	1	0	3	7	1
Infrastructure CVS	1	2	2	2	2
NHS Herts Partnership University Trust					1



LGBTQ+ Research



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Work we have done with the NHS

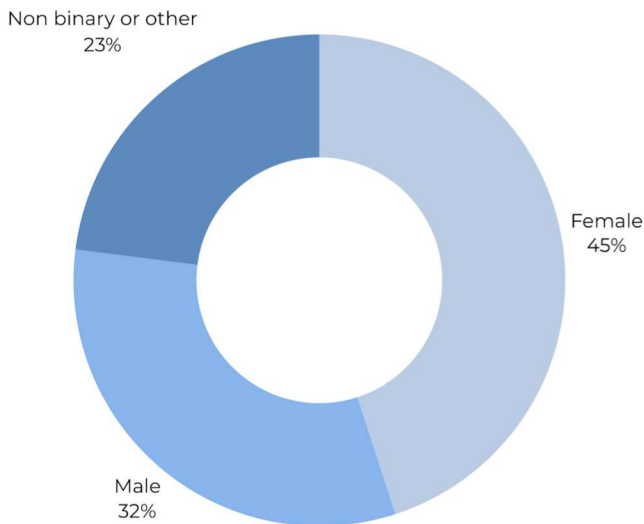
This is our third year producing LGBTQ+ research in Hertfordshire. This year focussing on Health Inequalities within the LGBTQ+ community and exploring the impacts on individuals who are using or not using the health services for a variety of reasons.

The report is commissioned by Hertfordshire Partnership University NHS Foundation Trust (HPFT) to support the work of both HPFT and the Hertfordshire Mental Health and Learning Disability Health & Care Partnership in addressing mental health inequalities for the LGBTQ+ community.



**Hertfordshire
Partnership University**
NHS Foundation Trust

Our Participants



A higher percentage of females participated this year which was enormously rewarding. Our ambition was to capture over 20% of the Trans respondents and we achieved 23%

Of the respondents questioned, 30% would rely on their GP to be able to support them with Health issues including Mental Health and Transitioning care or advice. Not all feel they are being given the access they need or that staff have the training to be able to respond appropriately, considering various LGBTQ+ backgrounds or identities.

Figures in GREEN above show improvement from 2021 RED shows a decline.

LGBTQ+ Research	2022 (139)	2023 (88)
Hate Crime (physical or verbal abuse)	35.2%	**0%
Felt vulnerable or exposed	31.6%	27%
Felt pigeonholed	31.6%	24%
Felt unsafe or threatened by certain groups	30.9%	18%
Feel isolated	28%	28%
Felt excluded	27%	15%
Saw activities that were not designed with you in mind	25.9%	26%
Never experienced any negative attitudes	11.5%	20%

Our LGBTQ+ Research Objectives



1. Conduct research within Hertfordshire for LGBTQ+ people.

2. Have a broad range of contributors with a 20% Trans participation and ideally 100+ participants.

3. Establish the need for a network group that can inform via a nominated spokesperson to the Inequalities Steering Board.

4. Establish a network of engagements throughout Hertfordshire.

5. Consider differentiation on issues of age or ethnicity.

6. Explore new ways to deliver community activities on behalf of the NHS & Hertfordshire Council.

7. Find mechanisms to enable easy access to services.

8. The report will enable future co-production with people who have lived experience



“How confident are you that Hertfordshire NHS supports the LGBTQ+ community?”



Scored 251 out of a possible 440 (scores from 0-5) 57%

“How confident are you that Hertfordshire is an LGBTQ+ friendly County?”



Scored 245 out of a possible 440 (scores from 0-5) 55%

Our Achievements 2022-2023



This year sees a much lower income whilst we spent time achieving three main objectives:

Three major achievements of the year:

"NCFE Grade A Centre"



Accreditation and Centre Approval for NCFE which had a finale of success not only through the sheer numbers of people we enabled to achieve qualifications, we are noted from an external verification visit as a "Grade A Centre" and achieved Direct Claims status within a few short months.

New independent charity



Establishing a brand-new independent charity, registered with the charity commission as "Impactful Lives" and is the only LGBTQ+ charity in Watford and the only LGBTQ+ & Disability charity in Hertfordshire.

More research



- "Health Inequalities – Improvements for LGBTQ+ people in Hertfordshire from 2023 onwards".
- Social inclusion
- sustainable land use in Brazil

Other achievements :

Eco Audits



55 Audit Reports were conducted to support organisations and businesses

Level 3 Disability Leading Organisation



We produced an "easy-read" version of our Impact Report thanks to the support of Lancaster University

NCFE course "Job Search & Employment Potential"



36 people gained a Level 1 qualification

Green Jobs programme



We trained 84 people to work in environment related careers and we helped 27 people into paid employment

Organisations we worked with



What's next in 2023-2024?

Having achieved so much in 2022-2023, we now have a clear path for Impactful Governance to deliver more projects during 2023-24 specifically focused on:

- Research
- Education, Training, Qualifications
- Employability
- Governance



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Job Search & Employment Support Level 1

Understanding Climate Change Level 2 "Green Jobs"

Health & Safety Level 2

CSCS Cards for Construction Workers

Education & Training Level 1 & 2

NHS Herts 2024 LGBTQ+ Gender Identity Policy

Youth Work and LGBTQ+ Level 4




Eco Office Audits



Eco-Audit

Level 1
 Free support for community organisations and charities delivering in Three Rivers District

Visits We come to your workplace	Training Provide free training modules	Mentoring Encourage staff to go green
Level 1 Get your free window sticker	What we do? We conduct an Environmental Survey and produce a free report for every community organisation we work with to evaluate your own impact.	
Call 01923231660 to book a visit www.ig-cic.org.uk or email: admin@ig-cic.org.uk		

55
Eco Audits completed

What do we do ?

- We conduct an Environmental Survey and produce a free report for every community organisation we work with to evaluate their own impact.
- We have reduced energy consumption by using solar panels to generate power and create a net zero carbon environment.

Visits
We went to the workplace to create an inventory

Training
Provided free training modules

Mentoring
Encouraged staff to go green

Level 1
Provided compostable window stickers

Audit & Assessment

Impactful Governance provided services for 18 organisations in Three Rivers, 18 organisations in Watford and 19 organisations throughout the rest of Hertfordshire.

All organisations received:

- Initial Environmental Assessment**
 A remote online survey to assess the company's environmental strengths and weaknesses.
- Company Audit**
 On-site office audit to figure out what the company already has and where eco-friendly alternatives might be a better option.
- Final report**
 Personalised report containing details on how to make sustainable changes in the organisation and guidance on where to apply for grants.
- Mentoring and Referrals**
 Additional support available, if requested. Initial Environmental Assessment Company Audit level 2.



Environmental Work

Short-term



The purpose of the project is to explore all the opportunities and ideas on how to utilise land in a sustainable manner. In analysing and researching the possibilities, it was crucial to look at the ecology on and around the land, Brazil's own environmental objectives and the community's experiences and perspectives.

Medium-term



Although Impactful Governance is a community-focused organization, an important element of the project was to be semi-commercial. Through generating some form of financial return, Impactful Governance is then able to replicate the projects elsewhere and therefore have a greater environmental impact.

Long-term



The land project is not a quick-fix solution, an open dialogue needs to be maintained to ensure successful change. Organisations and individuals in the surrounding areas need to put pressure on Highways where air pollution caused by fossil fuels are killing people and wildlife.

What did we achieve :

- Green jobs Training & Employment
- Job Search & Employment Opportunities L1
- Northamptonshire Clean Air campaign with petitions signed by 107 people.
- Evaluate the Ecology of Land Use.
- Community Wealth Building Grants
- Board Support & Good Governance
- Environmental Awareness Qualification - L2

Our mission :

"Creating sustainability by imbuing independence and strength into organisations: supporting them to deliver services more effectively"

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"Tree Planning Meet-up"
Wednesday March 1st at 4pm
outside 31 Hermitage Way

Come and join us

We have been successful with a Woodland Trust application and will have 420 medium Wildlife Trees delivered between 6th –17th March.

Help us think about how and where we should plant these within the grassed area in front of 31-41 Hermitage Way, Wootton.

Residents are victims of pollution from the dual carriageway.

We would like as many local people as possible to help plant.

A natural bio-diversity keeps fruit and vegetables organic and healthier for you to eat or share with friends and family.

Impactful Governance are a Not-for-Profit Community Interest Company.
We do not financially gain by helping the Community with this project.
Registration No. 10940809



Environmental Success in 2023

Our commitment :

- Create a relaxed and safe working environment for staff, volunteers and clients. We explore all forms of pollution including: noise, light, waste, air quality, plastic and other forms of pollutant.
- Established a discount bus travel scheme with Aviva for all staff, volunteers and clients to use:

<https://www.arrivalbus.co.uk/business-travel/employer-travel-club/impactfulgovernance>



Voluntary,
Community &
Social Enterprise

Board Support

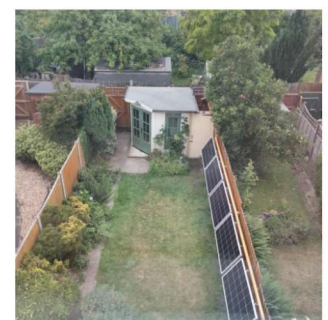
- Working with Community Organisations in Hertfordshire.
- We work with Chief Executives/Directors and Boards of Trustees to provide initial presentation.
- What is being done to address eco-credentials with your management?
- Look at Environmental Policies or providing one if there isn't one already.
- Work on an implementation plan to support achieving net-zero carbon.

50% of the cost of an eco-change (up to £1,500) is available in the form of a GRANT to help your community organisation.



Key environment successes for Impactful Governance :

- We travel to and from work & remotely work from home.
- Walk or cycle to and from meetings or events.
- Travel to and from delivery sites including eco considerations of overnight accommodation and using public transport where possible.
- Our Company Vehicle is now Fully Electric.
- Our E-cargo Bike is for shorter journeys.
- Net-zero eco-office with self-sustainable solar power.



Green Jobs Projects

43 people started, 11 gained paid jobs (26%)
18 who started gained qualifications (42%)



Quotes from some participants

1. Before the project, where was I?

I had just been made redundant from a job.

Not working, no clear sense of where I was going or what to do.

2. How would I describe the place I was in?

Stressed, not knowing which direction I was going to earn money.

Not knowing where I was going and how to change things for the better.

3. Where am I now?

I now have a part time job.

I am more open to other roles outside my comfort zone.

4. What things have surprised me?

How much business information is on the internet.

How Andrew showed me how to produce a business plan.

identifying that my “fun” and “hobbies and interest” were in need of improvement.

5. What can I feel confident about?

I really must be self employed, creative-maker in the short term leading up to me being a Fine Artist in the long run.

My skills and abilities to thrive in various industries including the green sector.

QUOTE FROM ONE OF OUR PARTICIPANTS

“...during the Green Jobs period about 6 months ago really did help me. I think I emailed you to let you know I'd been offered a job and well, 6 months later things are going great and I was even promoted to assistant manager of my department around 1 month ago. This email is just a very informal way of thanking you and your programme for giving me the kick up the rear I needed to finally start getting my career going.”



Land Use in Brazil

What opportunities did we explore in the project?



What is sustainable land management (SLM)?

It is the principles that created a framework to assess the potential opportunities and recommend which idea is most suitable for Impactful Governance.

- **The principles are :**

1. Targeted policy and institutional support including development of incentive mechanisms for SLM adoption and income generation at local level.
2. Land user driven and participatory approaches.
3. Integrated use of natural resources at ecosystem and farming system levels.
4. Multi-level, multi-stakeholder engagement and partnership.

Renewable Energy



HYDRO
ELECTRICITY



SOLAR
POWER



WIND
TURBINES



Emerging Technology



VERTICAL
FARMING



HYDROPONICS

The project also included:

Interview discussion, Eucalyptus plantation, Agritourism and Animal Sanctuary.

Internships

We offered opportunities to University students to gain experience whilst helping us with support.

What do we do ?

- Content integration
- Creative problem-solving
- Communicating with team members
- Making improvements by feedback
- Gaining valuable skills and opportunities consistently
- Writing research reports with one staff team member
- Producing publicity

Who supported us?



Tia Magrath
2022-2023 intern
University of Sussex



Maggie Mitova
2022-2023 intern
Lancaster University



Amanda Wong
2023-2024 intern
Lancaster University





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With the support of:



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