



IMPACTFUL GOVERNANCE
Community Interest Company

IMPACT REPORT 2026

**Inclusive leadership, mentoring,
disability support, research and community action.**

Supporting communities through Governance, Training,
Environmental Specialism, Unpaid Carers Support,
Domestic Abuse Support and Suicide Prevention.



ABOUT THIS REPORT

This booklet summarises Impactful Governance's activity and outcomes during the accounting period 2025 - 26. It highlights the difference our work has made across a wide area and focuses on our own delivery, insights and impact. We also work in many Counties throughout England, working across geographical boundaries to provide services where they are most needed.

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MESSAGE FROM OUR CHIEF EXECUTIVE



“

During the financial year from 1 September 2025 to August 2026, Impactful Governance continued to grow through resilience, partnership and practical action. Demand for our support remained high as more people reached out for help with isolation, mental health, domestic abuse, caring responsibilities and discrimination. In response, we delivered person-centred mentoring, suicide prevention work, practical advocacy and accredited training that builds confidence and capacity.

Our independent research is conducted in collaboration with Universities, providing evidence-based information to increase the impact of all of our projects

Across the year, the Impactful Futures Project exceeded its annual target, mentoring continued to support people one to one, unpaid LGBTQ+ carers activities developed across Welwyn Hatfield and St Albans, Dual Spirits strengthened specialist domestic abuse support, and a new group of mentors was trained to extend our future reach.”



Our work is rooted in dignity, inclusion, lived experience and practical action.

Andrew Waite
Chief Executive, Impactful Governance

ABOUT IMPACTFUL GOVERNANCE

Impactful Governance is a Community Interest Company delivering inclusive leadership, mentoring, research, training and community support across Hertfordshire during 2025-26.

WHAT WE DO

- one-to-one mentoring and emotional support
- research, advocacy, training for organisations and qualification for individuals in: Mentor Skills, Environmental Awareness and Job Search, & Employment Potential
- unpaid LGBTQ+ carers support
- LGBTQ+ domestic abuse and safety work
- suicide prevention
- partnership working and community development



Andrew

Chief Executive
& Director



Anita

Internal Quality
Assurance



Veronica

Non Executive
Director



Maisie

CRM
Management



Christine

Outreach & Unpaid
Carers Activity Lead

HOW WE WORK



Trauma-informed

We understand the impact of trauma and respond with care and safety.



Person-centred

We listen, respect choice and build support around each person.



Evidence-led

We use data, insight and experience to improve what we do.



Inclusive and intersectional

We celebrate diversity and work to challenge inequality.



Working across
Hertfordshire



IMPACTFUL GOVERNANCE
Community Interest Company

2026 at a glance

Key figures from our work during 2026.



19

people received individual Mentoring to achieve their goals



60+

Mentoring sessions provided



330

individual people attended our regular events



12

registered volunteers with Enhanced DBS clearance



54

Unpaid LGBTQ+ Carers supported (if you care for someone who would find it difficult without your support)



8

newly qualified mentors featured on BBC News

Gender Identity Awareness

Do you really know your LGBTQ+ community?

Explore the issues surrounding Gender Identity and how to support your LGBTQ+ community.

Inclusion, Equality and Diversity.



In partnership with
Impactful Lives



Demand remained high across mentoring, suicide prevention, domestic abuse support and unpaid carers work.

Ask us about Gender Identity Awareness workshops for your organisation.

How we create impact



1. Reach and listen

We reach people through outreach, community engagement and referrals. We listen with empathy and build trusted relationships.



2. Create safe space

We provide affirming, inclusive and trauma-informed spaces where people feel respected, understood and supported.



3. Tailor support

We offer personalised support through mentoring, advocacy, signposting and wellbeing activities designed around individual needs.



4. Connect and refer

We link people with specialist health, carers, domestic abuse and community services to ensure the right help at the right time.



5. Build resilience

We empower people to build confidence, reduce isolation, improve safety and take positive steps towards their goals.



Our approach combines lived experience, practical action and strong partnership working.

7 Suicide Prevention

Suicide Prevention is a key part of Impactful Governance's work, supporting adults across Hertfordshire who may be struggling with their mental health.

Through outreach, one-to-one Mentoring & signposting to trusted partners, we help people feel heard, supported and less alone.

What the project includes

- ✓ Early support and listening
- ✓ Signposting and mentoring referrals
- ✓ Practical wellbeing support
- ✓ Links with community and statutory services
- ✓ Reduced isolation through trusted contact
- ✓ Ongoing telephone support contact



Partnered with Impactful Lives



HPFT suicide prevention video



- Co-produced with Hertfordshire Partnership University NHS Foundation Trust (HPFT).
- Developed to help frontline staff support LGBTQ+ people experiencing suicidal thoughts or suicide ideation.
- Highlights the importance of listening, recognising cues, understanding trauma, discrimination and isolation, and responding safely.
- Helps raise awareness and improve confidence in supporting LGBTQ+ communities.

Hertfordshire Police hate crime video



- Created in 2026 in collaboration with Hertfordshire Police.
- Explores hate crime and hate incidents affecting LGBTQ+ people.
- Shows how discrimination and abuse can damage mental health and increase suicide risk.
- Encourages awareness, reporting and safer responses.

8 Outcomes from suicide prevention support



Reduced isolation

People feel less alone and more connected to others.



Improved hope and confidence

Support helps people feel more positive about the future.



Better awareness of support

People know where to turn and feel able to ask for help.



Safer next steps

People are supported to take positive, practical steps forward.



Stronger community connection

Trusting relationships help build a more supportive local community.

Suicide Prevention continued to exceed expectations, reaching more than double its annual target and helping people access ongoing support through trusted relationships, signposting and practical wellbeing help.



Collaborative awareness work keeps suicide prevention visible in local systems.

We work with partners, services and community voices to raise awareness, share learning and help ensure people know support is there when they need it.

9

Mentoring and one-to-one support

Impactful Governance provides person-centred mentoring, usually around one hour per week, online or face to face.

Our mentoring supports people to achieve goals or find their own solutions using our proven tools and techniques. They could be experiencing isolation, poor mental health, domestic abuse, identity issues, caring responsibilities, low confidence or barriers to progress.

Supported by



Flexible delivery

Sessions are available online or face to face, at times that suit the person's needs.



60+ mentor sessions

We delivered 60+ mentor sessions through tailored, one-to-one mentoring throughout 2026.



People who get it

Confidential and supportive. All sessions are led by Nationally Qualified Mentors, for everyone.



Practical advocacy

We help mentees access services, prepare for meetings, and navigate systems with confidence.



Trusted relationships

We build safe, respectful relationships based on trust, empathy and consistency.



“ How genuinely supported I felt. I was going through an extremely difficult period, and I didn't expect the mentoring to feel so personal, steady, and emotionally grounding. The Mentor's understanding and consistency were far beyond what I imagined. — Mentoring service user ”



Growing a bank of qualified mentors

During July 2026, Impactful Governance strengthened its future capacity by developing a new group of trained mentors.

Our mentors completed the Level 1 LGBTQ+ Mentoring qualification, a 60 guided learning hour programme that builds essential skills in:

communication, safeguarding, boundaries, resilience and practical mentoring.

We were proud to see our newly qualified mentors featured on BBC News in July 2026, highlighting their commitment and the growing impact of our mentoring work.

Supported by



Meet our mentors



Our newly qualified mentors are already making a difference across Hertfordshire.

ncfe.

Quality training

Mentors completed the Level 1 LGBTQ+ Mentoring qualification (60 guided learning hours).



Ongoing supervision

New mentors receive regular group supervision and peer support to reflect and develop.



Lived experience informed

Our mentors understand the value of lived experience and empowerment in support.



Building future capacity

A growing bank of qualified mentors helps us reach more people across Hertfordshire.

Mentors from our July 2026 BBC News feature

Our newly qualified mentors



Trained mentors help extend **safe, inclusive support** across Hertfordshire—empowering more people to **thrive**.



Unpaid LGBTQ+ Carers

Impactful Governance supports LGBTQ+ unpaid carers and people caring for LGBTQ+ family members and friends.

We know that caring for someone you love can be demanding and sometimes isolating. Our project offers a welcoming space to rest, recharge, connect and access support in a way that respects who you are and who you care for.

Supported by



WHAT THE PROJECT OFFERS

- Monthly mindful activities
- Pasta making, card making and pottery sessions
- Social activities, days out and events
- Signposting and referral to carers services
- Connection into mentoring where appropriate
- A focus on Welwyn Hatfield and St Albans



Activities and wellbeing outcomes

Through safe group activities, individual support and access to welcoming physical venues in Hertfordshire, our project helps unpaid LGBTQ+ carers feel supported, connected and more able to thrive.



Reduced isolation



Improved wellbeing



Peer connection and belonging



Greater confidence to ask for help



Better awareness of available support



Our impact in April to June 2026



57

individual support engagements



54

unpaid LGBTQ+ carers identified



37

event attendances



19

carer support/group sessions delivered



14

new carers identified during April to June 2026

Evidence shows that peer connection, access to inclusive spaces and individual support significantly improve mental health, reduce isolation and increase confidence in seeking help among LGBTQ+ carers.

Source: Triangle, 2020; Carers Trust, 2022



Welcoming venues across Hertfordshire help create safe, inclusive spaces where unpaid LGBTQ+ carers can connect and thrive.

Dual Spirits domestic abuse support

Dual Spirits is Impactful Governance's specialist LGBTQ+ domestic abuse work, helping people improve safety and access tailored support.



Risk assessment

We explore current risks and identify immediate concerns to understand what support is needed.



Safety planning

We work together to create a personalised safety plan that helps people feel safer and more in control.



Advocacy and practical support

We provide one-to-one advocacy and help with practical needs such as housing, benefits, confidentiality and everyday challenges.



Referral into mentoring

We connect people with trained LGBTQ+ mentors who offer ongoing encouragement and guidance.



Liaison with police and other services

We liaise with police, health and social care where needed to help ensure safer responses and coordinated support.



Dual Spirits offers affirming support for LGBTQ+ people facing abuse, control, fear or instability. We believe you, listen without judgement and work with you to build a safer, stronger future.



Supported by:



**Hertfordshire
Community
Foundation**
Funding Local Causes

Safety, advocacy and hate crime support

Impactful Governance also supports people with wider safety concerns, discrimination and hate-related harm. We help people feel heard, supported and better connected to the services that can help.



Increased safety

People feel safer in their everyday lives and better able to manage risks and threats.



Improved confidence to report

People feel more confident to report incidents and seek help when they need it.



Stronger advocacy

People receive consistent advocacy that amplifies their voice and protects their rights.



Better access to partner services

People are connected to the right services and support at the right time.



Validation and emotional support

People feel believed, respected and supported through difficult experiences.



Practical advocacy can be a vital bridge when people face crisis or feel unsafe. We stand alongside people to help them access support, speak up and move towards safer, stronger lives.

**Don't ignore
HATE
REPORT IT**

RESEARCH AND EVIDENCE

Research and evidence are central to how Impactful Governance learns, advocates and improves services. By listening to our communities, analysing what works and identifying what needs to change, we ensure our decisions and delivery are informed by real experiences and data.

This evidence-led approach strengthens our advocacy, improves the quality of our support and helps us design services that are inclusive, effective and future-focused.

Previous research:

- 2023 Health Inequality
- 2023 Employment Evaluation
- 2023 Land use in Brazil
- 2022 LGBTQ+ & Trans Exclusion
- 2021 Inaccessible Spaces & Exclusions

View the reports: <https://ig-cic.org.uk/research>

Our 2025 research:

Impact of the Cass Report



IMPACTFUL GOVERNANCE
Community Interest Company

Views of Transgender and Non-Binary people in 2025 on how they feel the impact of the Cass Review has had a

"Significantly more negative"

affect on them, as reported by 73% of respondents.

Author: Andrew Waite

Researcher: Ed Pharo

2025



Ed

2025 Researcher



Sky

2026 Researcher

Lancaster University 

KEY FINDINGS FROM OUR RESEARCH



Significantly more negative impact

73% of respondents told us the Cass Review has had a significantly more negative impact on them.



Wide range of voices

30 LGBTQ+ people from across Hertfordshire shared their views and experiences.



Real local insights

Our findings reflect the lived experiences of LGBTQ+ people in Hertfordshire and help us understand the impact in our community.



Stronger, inclusive support

These insights shape our advocacy and help us build better, more inclusive support for LGBTQ+ people in Hertfordshire.

Supported by



COMMUNITY
FUND

PARTNERSHIPS AND INFLUENCE

Strong partnerships amplify our reach and impact. By working collaboratively with trusted organisations, we strengthen services, share expertise and create better outcomes for communities across Hertfordshire and beyond.

Our key partners



County Council



Motions of support passed



Motions of support passed



Motions of support passed



HERTFORDSHIRE
CONSTABULARY



Research
Collaboration



Accredited
Qualifications



Networks and
Collaborating



Working together to share resources

We collaborate with partners to create resources that inform, empower and save lives. This includes a suicide prevention video produced with HPFT and a 2026 awareness video with Hertfordshire Police.



Influencing change, locally and nationally

Through ongoing engagement with MPs and local partners, we champion the voices of LGBTQ+ people and help keep equality, safety and inclusion high on the agenda in public life. During 2026, we worked with St Albans & District Council, Hertsmere Council and North Hertfordshire Council to pass motions in support of LGBTQ+ people in Hertfordshire. Other motions are being worked on during 2027.

Community stories of change

These anonymised examples show how our suicide prevention, mentoring, LGBTQ+ carer support and advocacy services help people build safety, connection and confidence.



Story 1: Suicide prevention and mentoring support

(Anonymised example)

Feeling overwhelmed by trauma, bereavement and years of rejection, this person had become isolated and distrustful of services. Through affirming mentoring, they were heard without judgement, identified risks and priorities, and began rebuilding trust. They reported reduced anxiety, clearer goals and renewed interest in reconnecting with their community.



Story 2: Unpaid LGBTQ+ carer support

(Anonymised example)

Living with disability while caring for someone close, this person often felt exhausted, overlooked and alone. Our LGBTQ+ carers group offered a place where they could be fully themselves, join activities and meet people who understood. Follow-up support, flexible opportunities and encouragement helped them feel accepted, explore new interests and reduce isolation.



Story 3: Advocacy, safety and mentoring

(Anonymised example)

After abuse and discrimination left this person feeling unsafe and disbelieved, our advocacy and mentoring support helped them regain control. Together, we explored safety, healthy boundaries and practical options; provided information about hate incident reporting; and connected them with relevant services. They gained greater confidence, clearer choices and support to move forward at their own pace.

Volunteers, training and capacity building

Our impact is strengthened by the commitment, skills and compassion of our volunteers. Through high-quality training and regular supervision, we ensure our team is confident, supported and equipped to deliver safe, inclusive and effective support.



12

registered volunteers
with Enhanced
DBS clearance



Researchers

Working with researchers, we build evidence-based knowledge to bring about positive changes.



Safeguarding

Ensuring everyone understands how to keep people safe and respond with care.



Reflective practice and supervision

Regular supervision to reflect, learn and stay well.



Community advocacy

Developing knowledge to advocate for rights, inclusion and access to support.



Job Search & Employment Potential

Develop the skills, confidence and knowledge to find work opportunities and achieve your employment goals.

- Self-awareness & motivation
- CV writing & job applications
- Interview skills & preparation
- Exploring Green Jobs & career options
- Action planning for success



Environmental Awareness

Build your understanding of the environment and discover how we can all contribute to a more sustainable future.

- Climate change & global warming
- Sustainability & sustainable development
- Industry, resources & the environment
- Reducing impact & protecting our planet
- Practical ways to make a difference



Mentor Skills

Gain practical mentoring skills to support, empower and inspire others in your community.

- Effective communication
- Active listening & empathy
- Safeguarding & boundaries
- Supporting wellbeing & resilience
- Leading positive change

Our qualification courses



Lived experience leadership

Valuing lived experience and supporting people to lead and inspire change.



By investing in training, supervision and volunteer wellbeing, we build strong local capacity. This helps more people access safe, inclusive support today and creates a stronger, more connected community for the future.

LOOKING AHEAD

As we look to 2027, Impactful Governance will build on the progress of 2026 and continue to deliver with purpose. Our priorities for the year ahead focus on deepening impact, strengthening support and expanding opportunity for the communities we serve.



1. PROVIDE MORE DUAL SPIRITS SUPPORT

Reducing Domestic Abuse will consequently reduce suicidality and self harm. Expand community-led prevention, awareness and early intervention activity to reach more people across all areas we work in.



2. STRENGTHEN ONE-TO-ONE MENTORING

Enhance our mentoring offer to ensure more people receive the consistent, person-centred support they need to thrive.



3. GROW A SKILLED BANK OF TRAINED MENTORS

Recruit, train and support more mentors to ensure a diverse, skilled and sustainable mentoring community.



4. CONTINUE UNPAID LGBTQ+ CARERS WORK

Continue improving support, visibility and practical help for unpaid LGBTQ+ carers across Hertfordshire.



5. DEEPEN RESEARCH, PARTNERSHIP WORKING AND INCLUSIVE COMMUNITY SUPPORT

Strengthen research and evaluation, build partnerships and design inclusive services that respond to local needs and reduce inequality.



We remain committed to listening, learning and acting on what our communities tell us. By staying responsive and building on the learning from 2026, we will continue to drive meaningful change in 2027.



IMPACTFUL GOVERNANCE

Community Interest Company

Thank you

Thank you to everyone who engaged with, supported and strengthened Impactful Governance during 2026.



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Impactful Governance are
an accredited training
centre with NCFE, delivering
National Qualifications



We are registered with
the Information
Commissioner's Office (ICO)



Universities we worked
with in 2026

University of Lancaster



King's College London

